

DEVELOPMENT PROJECT COORDINATOR

Purpose:

To actively support and uphold the City's stated mission and values. The Development Project Manager is responsible for coordinating the processing of complex projects through the development system beginning with the first submittal to the Building Safety Division through final inspection and issuance of a Certificate of Occupancy. The Development Project Manager serves as the direct, single point of contact for customers on assigned development projects. In addition, the Development Project Manager provides creativity, innovation, flexibility and facilitation to provide the highest level of service to the Department customers, both internal and external.

Supervision Received and Exercised:

Receives direction from the Deputy Community Development Director - Building Safety and Permits.

Provides supervision to technical and administrative staff.

Position Information:

The role of a Development Project Manager in the City of Tempe is to provide the best building safety services possible with an emphasis on excellent customer service.

The Development Project Managers must use their exceptional process and code knowledge to the benefit of all that they come in contact in the course of their work. In this sense the Development Project Manager's customers include such people as the building owner, business owner, architect, engineer, superintendent, permit technician, plan reviewer, tenant, resident etc. (stakeholders in the construction process or in the use of a finished building are to be considered customers).

Essential Functions:

Duties may include, but are not limited to, the following:

 Facilitate the highest level of quality customer service to department customers in the most courteous and facilitating manner possible.

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Development Project Coordinator (continued)

- Advise, consult and provide information to the Building Safety Deputy Development Services Manager regarding new approaches to simplify, enhance and facilitate the delivery of the Department's services.
- Supervises the day-to-day activities and reviews the work of staff involved in providing services to Tempe customers.
- Proactively resolve difficult and sensitive inquiries, complaints and requests for services from citizens, developers, architects, engineers, applicants, housing clients and landlords in an open and creative manner.
- Communicate and work in partnership with and provide information to the development community and the public regarding development projects.
- Guide developers through the development process; oversee projects to ensure compliance with all applicable City codes and ordinances, state and federal law; establish control systems to ensure timely and effective project implementation.
- Proactively monitor progress of projects from time of submittal to Building Safety through final inspection approval and issuance of Certificate of Occupancy.
- Schedule meetings between appropriate staff and project developers, owners, and design professionals to explain process flow for specific projects.
- Assigned as lead staff member for Permits+ development. Recommend changes, upgrades, interface with new programs, and information migration.
- Participate in documenting processes within manuals, SOPs, and handouts.
- Participate in the implementation of process and computer program training for staff members.
- Assemble and direct appropriate multi-disciplinary teams.
- Participate in establishing and maintaining plan review timetables and schedules.
- Maintaining official records related to meetings, issues resolution, and decisions.
- Participate in updating lists of active projects and their current status.
- Recommends plan review staff assignments and ensures assignments are carried out in a timely manner.
- Help mediate any unresolved issues arising between City staff and the customers.

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Development Project Coordinator (continued)

 Identify the required steps in the process and ensure that those steps are communicated to customer so as to minimize or eliminate delays.

Minimum Qualifications:

Experience:

Four years of full-time administrative experience in municipal planning, code administration, private development including two years supervising those implementing the development process. Experience must include the review of residential or commercial projects for compliance with applicable codes and regulations including the International Building Code (IBC), zoning, engineering, water and sewer, or other land development requirements.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in urban planning and design; architecture; engineering; public or business administration; construction management; or degree related to the core functions of this position.

Licenses/Certifications:

Requires the possession of a valid driver's license at the time of application.

Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 388

Status: Exempt / Classified