



CITY OF
PRINCE GEORGE

ROLE DESCRIPTION

JOB TITLE: MANAGER, DEVELOPMENT SERVICES

DIVISION: DEVELOPMENT SERVICES

DEPARTMENT: PLANNING & DEVELOPMENT

GENERAL ACCOUNTABILITY:

Reporting to the Director, Planning & Development, this high profile role is responsible for ensuring that the City is developed in accordance with City bylaws and meets the appropriate aesthetic, functional, safety and quality of life standards. The Manager oversees a team involved in land use planning and development approvals, building inspection, subdivision, building permits, and business licenses. Other major areas of responsibility include coordinating the public input process on development projects and land use issues; overseeing the development and administration of the Zoning Bylaw; and liaising with the business community, developers, the general public, senior administration and City Council.

ORGANIZATION STRUCTURE:

This position reports directly to the Director, Planning & Development. Positions reporting directly to the Manager are Supervisor, Land Use Planning; Supervisor, Subdivision & Building Inspection; and Environmental Coordinator.

NATURE AND SCOPE:

The Manager provides leadership and daily supervision to municipal employees and provides direction on workflow and priorities to staff. The incumbent appraises the performance of staff and initiates and implements progressive discipline procedures, when required. The Manager is responsible for hiring, ensuring that every new employee receives an orientation, identifying and implementing staff training and development, preparing work schedules, approving vacation requests, monitoring and following up on employee absences, and ensuring job descriptions are kept current by updating when appropriate.

The incumbent is responsible for achieving strategic, financial, and operational goals and for ensuring his/her areas of responsibility operate in accordance with the policies established by the City. The incumbent develops and administers programs, policies, procedures and strategies designed to ensure the coordination of all resources necessary for the smooth operation of the section. The incumbent is responsible for identifying, developing and implementing improved work place practices and procedures. The Manager ensures that existing policies and procedures are clearly identified, documented, communicated, and consistently applied.

The Manager participates in the amendment and updating of the Official Community Plan and the preparation and updating of sector and Neighbourhood outline plans. The incumbent directs and participates in the amendment and updating of the Zoning Bylaw, the review of subdivision proposals,

processing of development variance permits, amendment of land use contracts and the performance of all other development control functions. The Manager identifies public interests, formulates goals, coordinates policy research and planning, and ensures citizen participation and intergovernmental liaison.

The Manager explains and interprets the Zoning Bylaw and discusses with architects, planners, developers, property owners and members of the general public details of how the policies and bylaws should be interpreted. The incumbent makes decisions regarding disputes and technical problems, including interpretation of the text of the above bylaws relating to the use of land and buildings. The Manager provides leadership in the negotiation and resolution of complex development, inspection issues, and regulatory interpretation. The Manager liaises with a variety of municipal and provincial representatives to obtain and provide information concerning daily operations, the Zoning Bylaw and the development of policy.

The Manager participates in the preparation of complaints against persons who violate bylaws and regulations, and confers with the Director, Planning & Development, the Manager, Bylaw Services, and the City Solicitor regarding pending litigation. The Manager prepares and recommends proposed policies and amendments to bylaws and regulations to the Director, Planning & Development..

The Manager represents the Department on committees and at hearings regarding matters pertaining to the Official Community Plan, Zoning Bylaw and other development controls. The incumbent assists the Director, Planning & Development as spokesperson for the Department in public and media relations and the interpretation of development regulation. The Manager represents the Department before City Council as requested by the Director or the City of Prince George or City Manager on any matters arising from the foregoing duties and responsibilities of this position.

The major challenges of the position are to manage an effective organization in a team environment; to maintain a high level of service to the public; to train and motivate staff and encourage career development within the organization; to maintain an efficient administrative operation using the latest management techniques, recordkeeping, and information systems; to maintain effective financial planning, budget control and reporting; to keep abreast of the latest planning legislation and practices; to interpret and draft legislation and other policies; and to cooperate effectively with associates, subordinates, senior management, City Council and the general public.

CONTACTS:

The Manager has considerable involvement with all levels of management and staff, and routinely deals with confidential material and sensitive issues. The incumbent acts as a representative of the City with other levels of government and various community groups. The Manager liaises frequently with various external agencies and members of the general public. As required, the incumbent makes public presentations to raise awareness of planning and general community development issues. The incumbent is expected to act in a proactive manner within the overall divisional team. There is a strong emphasis on communication and on building and maintaining positive, professional relationships with both internal and external customers.

QUALIFICATIONS:

Education: Graduate degree in Community and Regional Planning or a related discipline. An undergraduate degree combined with suitable experience will be considered. Eligible for membership with the Planning Institute of BC and the Canadian Institute of Planners

Experience: At least five (5) years of related experience including supervisory experience in a municipal setting.

CRITICAL ATTRIBUTES:

- Demonstrated proficiency in each of the City's leadership competencies: Innovation, Strategic, Persuasion, Communication, Delegation, Achievement, Cooperation and Empathy.
- The ability to remain current with provincial and federal legislation and regulations related to planning and land use issues.
- Exceptional leadership, supervisory and interpersonal skills.
- Enables, supports, and encourages citizen and employee engagement.
- Demonstrated political awareness.
- Well-developed system-wide thinking, finance and human resources management skills.
- Strong analytical, decision making, problem-solving and research abilities.
- Extensive knowledge of corporate communication and external engagement strategies, and related evaluation methods.
- Ability to synthesize diverse and complex information and present it in ways that foster awareness and promote understanding and support.
- The ability to build and work within a proactive team environment.
- Demonstrated commitment to quality service.
- Strong customer service orientation; strong desire to find amenable solutions.
- Exceptional verbal and written communication, media relations, negotiation, consultation, interpersonal, and presentation skills.
- A results-driven, high-energy team player that approaches challenges, in a constantly changing environment, with a positive outlook and enthusiasm.
- Discretion in handling confidential matters; tact and diplomacy.
- Strong organizational, time management and project management abilities.
- The ability to handle multiple tasks and a demanding workload, and effectively meet deadlines.
- Excellent presentation and public speaking skills.
- Resourceful and able to identify service delivery improvements.
- Strong computer abilities in a Windows-based environment.
- Knowledge of health and safety regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Prepared by: Grant Bain
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