

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: DEVELOPMENT SERVICES MANAGER

DATE: 07/01/2021

JOB CODE: 51844

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general direction, to plan, organize, train, and supervise staff who receive, review, and process developer and property owner requests for water, sewer, and recycled water; calculate installation fees and connection charges, perform research, respond to customer questions and problems, review technical submittals for completeness and basic technical information, route service applications and related plans and documentation for review, accept and process fire hydrant construction meter requests, set up project files and customer accounts; perform special projects and handle the more difficult, complex, or sensitive customer project problems and disputes; review applications for service for accuracy prior to issuance to customers; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class reports to the Engineering Manager and is responsible for the supervision of development services and general engineering staff and activities. The incumbent is responsible for planning, coordinating, tracking, and providing technical expertise to the development services processes to ensure work is performed efficiently, accurately, and in strict adherence with regulations and Department policies and procedures. The position requires a high degree of independent judgment and a thorough knowledge of the Department's functions, policies, and procedures and performs a variety of difficult and specialized assignments. The incumbent is responsible for formulating and implementing the unit's goals and objectives and assists in developing and implementing processes and procedures.

This class is distinguished from the Engineering Manager by the latter's managerial and administrative responsibilities for the entire Engineering section.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;

- Supervise, plan, coordinate, and evaluate the work of assigned technical and clerical staff; develop, implement, and monitor work plans to achieve goals and objectives; supervise and participate in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve goals, objectives, and work standards, identify problem areas and direct remedial action;
- Regularly monitor performance and provide coaching for performance improvement and development; subject to management concurrence, take disciplinary action up to and including termination to address performance deficiencies in accordance with policies and MOUs;
- Provide information to developers, engineers, contractors, and property owners regarding plan of service, plan review and approval, and agreement processes, including estimated processing times;
- Provide review of real property documents and function as the Department's main contact for items such as LAFCO applications, title reports, Tract maps, parcel maps, subdivisions, lot mergers, utility easements, property exchange agreements, railroad license agreements, liens, and deeds;
- Provide review of planning documents, as related to development services, such as Water Supply Assessments, Initial Studies, Hydrology Studies, Environmental Impact Reports, and Department Master Plans for water and sewer; provide support information and review as required regulatory reports such as the Electronic Annual Report (EAR) to the Division of Drinking Water, the annual Water Audit to the California Department of Water Resources, and the Regional Urban Water Plan (RUWMP);
- Review applications for service and associated documentation, including site plans and insurance certificates for conformance with Department standards and policies prior to issuance to customers;
- Monitor the processing of developer projects through the review and approval processes; identify problems in timely processing and coordinate discussions with other divisions and customers to resolve technical problems and issues; plan and participate in the performance monitoring of the Developer Portal which facilitates and improve tracking of the entire Developer-Installed process; assist with development and implementation of upgrades as needed.
- Provide design and specification input for new infrastructure, facilitate plan checks, ensure standard drawings are current, assist with development and implementation of new design standards, and draft contractual documentation including fair cost distribution analyses; provide technical review of hydraulic analyses, sewer flow analyses, and applications for Community Facilities Districts (CFDs);
- Provide day-to-day leadership and work with staff to ensure a high performance, customer service-oriented work environment;
- Schedule and assign the work of assigned staff;
- Oversee direction and training of new employees on preparation of applications for service, Department water and sewer rules and regulations, and development services practices including software systems; direct, advise, and assist subordinate positions with difficult or unique issues;
- Maintain, implement, and update development services processing policies and procedures; ensure applications are processed in a timely and accurate manner;
- Participate in developing and monitoring the Department and capital improvement budget;
- Prepare a variety of reports;
- Handle the more difficult customer relations situations requiring a high degree of sensitivity and use of sound independent judgment; take action to resolve complaints where appropriate;
- Schedule and coordinate activities with other divisions/sections, customers, contractors, and other agencies;

- Ensure subordinates follow safety policies in work methods and procedures; educate employees on rules, regulation, safe work habits, and potential hazards;
- Ensure compliance of work to pertinent codes, regulations, and guidelines;
- Research and assemble information from a variety of sources for the preparation of records and reports; make arithmetic or statistical calculations; organize and maintain office files; conduct special studies and recommend organizational, procedural, or other changes;
- Perform related duties as assigned.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Water, recycled water, and sewer rules and regulations;
- Policies, procedures, and practices applicable to installation of domestic, commercial, landscape irrigation, and other water, recycled water, and sewer service connections;
- Basic engineering and construction terminology;
- Customer service practices;
- Principles and practices of sound business communications;
- Recordkeeping, filing, and purchasing practices and procedures;
- Principles and practices of effective supervision;
- English usage, including spelling, grammar, and punctuation;
- Policies and procedures for billing, credit, and collections

Ability to:

- Establish and maintain effective working relationships with those contacted in the course of work;
- Prepare clear and concise correspondence and other written materials;
- Operate a computer using word processing and other standard business software;
- Operate standard office equipment;
- Organize work, set priorities, and exercise sound independent judgment within established guidelines;
- Interpret, explain, and reach sound conclusions in applying complex water and sewer rules and regulations, policies, and procedures regarding water, recycled water, and sewer service installation and rates;
- Read and interpret engineering drawings, quad sheets and maps;

- Perform mathematical calculations quickly and accurately;
- Understand and follow written and oral instructions;
- Communicate clearly and effectively, orally and in writing;
- Use tact, discretion, patience, and understanding in dealing with customers and the public, including sensitive and potentially volatile customer relations situations;
- Maintain sensitive and confidential information;
- Analyze and make sound recommendations on complex management and administrative issues;
- Make effective oral presentations;
- Perform highly detailed work under changing, intensive deadlines on multiple or concurrent tasks;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

An employee within this classification may be designated as a “key responder” and as such shall be required to respond to non-normal working hour emergency operational conditions.

Education: Bachelor’s degree in Civil, Mechanical, or Environmental Engineering, physical sciences, or related fields

And

Experience: Four (4) years of closely related work experience

Or

Education: Graduation from High School or equivalent

And

Experience: Eight (8) years of closely related work experience which would have provided the required level of knowledge, ability, and proficiency required to perform technical duties.

Certificates: Must obtain and maintain a valid California State Water Resources Control Board Water Distribution Operator Grade 2 Certificate and Water Treatment Operator Grade 2 Certificate, within 36 months of appointment.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid California Class “C” driver’s license required upon application. For out-of-state applicants, a valid driver’s license is required and a valid California Class “C” driver’s license is required within ten (10) days of appointment (CA Vehicle Code 12505c)

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals and infectious disease including smoke, fumes, gas, treated water, high frequency noise, dirt, dust, grease, oil, chemicals, solvents, and toxic agents. The incumbent needs to be able to tolerate unpleasant odors, wet conditions and uncomfortable climactic conditions. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

The incumbent requires sufficient mobility to work in a field setting in varying weather conditions and an office setting, transport materials and supplies weighing up to 50 pounds and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Development Services Manager

To: Engineering Manager

Job Description:

BOWC Approved:

8/15/2017

Rev:

6/22/2021

Testing Standards: App Review/Supp App Review