CITY OF ASHEVILLE
invites applications for the position of:

Director of Development Services

SALARY: See Position Description
OPENING DATE: 07/28/15
CLOSING DATE: Continuous

DESCRIPTION:

Our Community
The City of Asheville, with a population of approximately 84,000 people, comprises an area of
approximately 45.2 square miles in Western North Carolina. The City is the county seat of Buncombe
County, the largest city in Western North Carolina and the eleventh largest city in the State. Asheville
is the regional center for manufacturing, transportation, health care, banking, professional services,
and shopping.

Nestled between the Blue Ridge and Great Smoky Mountains, Asheville is known for its natural beauty.
The city's rich architectural legacy, with its mix of Art Deco, Beaux Arts and Neoclassical styles, is the
perfect backdrop to the energy that emanates from the locally owned-shops and galleries, distinctive
restaurants and exciting entertainment venues. Asheville is also home to the Biltmore Estate, an
8,500-acre estate built by George Vanderbilt and completed in 1895. There are plenty of outdoor
recreation opportunities, including the Blue Ridge Parkway, national and state forests, and white water
rafting. As a focal point for tourism in the region, Asheville is home to an assortment of historical
landmarks, a municipal civic center for performances and exhibitions, museums, shops, restaurants,
local breweries, and musical venues. In recognition of its status as a renowned tourist destination,
Asheville was named one of 12 must-see travel destinations in the world by Frommer's travel guides.

Our City Vision and Values:
The City of Asheville is committed to a high quality of service, for a high quality of life for the
community. City of Asheville employees commit to the following values:

- Continuous Improvement: We are trained professionals who improve service delivery by
  balancing needs, resources and innovation.
- Integrity: We demonstrate character with courage, honesty and pride.
- Diversity: We value and respect a diverse community, workforce and ideas.
- Safety and Welfare: We value the safety and welfare of our employees and the citizens we
  serve.
- Excellent Service: We strive to address needs with courtesy, compassion, timeliness, efficiency
  and commitment.

Our Development Services Department
The department is dedicated to ensuring safe development and construction while providing a high
level of service and efficiency to those seeking development services. The Development Services
Department provides assistance and regulation through review, inspection, and enforcement in
building safety; planning and zoning; stormwater, grading, and driveway of commercial and residential
properties within the City limits.

Accolades

- Livability.com's second-annual ranking of the 100 best small- to mid-sized cities in the U.S.
  included Asheville in the #12 slot. (September 2014)
- USA TODAYselected Asheville as one of the top "Southern Literary Destinations." (August 2014)
Rhubarb and Curate were recently featured in round-ups of the best restaurants in the South by CNN.com and Food Republic. (August 2014)

In a bracket-style vote, OutsideMagazine readers picked Asheville as one of this year's "Best Towns Ever." (August 2014)

Readers of Condé Nast Traveler voted Asheville #10 among the "2014 Friendliest Cities in the U.S." (August 2014)

Real Estate Scorecard recognized Asheville as the "Most Beautiful Place in America to Live and More." (July 2014)

Departures called Asheville "The Biggest Little Culinary Capital in America." (June 2014)

Our Government
The City of Asheville, which was incorporated in 1797, operates under a Council/Manager form of government. The seven-members of City Council are elected at-large for staggered terms of four years. City Council, which acts as the City's legislative and policy-making body, selects the City Manager, who is the City's Chief Executive Officer and is responsible for implementing the policies and programs adopted by the City Council. The City's 1,100-person workforce provides a high level of City services including fire and police protection, planning, water, economic development, development services, public works (streets, sanitation, and stormwater services), parks and recreation, transportation.

The Position
The position of Development Services Director is appointed and reports to the City Manager (with day to day supervision by an Executive Director). The Development Services Director performs highly technical and professional work as administrative department head. The position will provide leadership and direction to a staff of over 50 employees in administration, customer service, plan review, inspection, enforcement in building safety, planning and zoning, and stormwater services for commercial and residential properties within the City limits.

The Development Services Department is not covered by the Civil Service Law.

The Ideal Candidate
The ideal candidate will be a seasoned professional with a strategic, community-oriented leadership ability including proven management skills. The ideal professional background, qualifications and characteristics for the Development Services Director include:

- Strong leadership and supervisory skills including excellent communication skills with the ability to deliver a clear understanding of the unique needs of different and diverse audiences.
- A mind-set of continuous improvement reaching for effective and efficient processes to provide the best possible solution for the citizens and community.
- Organizational savvy with an expertise in managing complex policies, processes, and people-related organizational dynamics.
- Strong skill in building customer relationships and delivering customer-centric solutions both inside and outside of the organization.
- Embracing a strategic mindset with an ability to see ahead to future possibilities and translating them into innovative and breakthrough strategies.
- Results-oriented, accountable individual with a strong track record of high performance and follow through.
- Driving vision and purpose to motivate others and articulating a vision in a way that others support the possibilities.
- A minimum of six years of progressively responsible experience in engineering, planning, construction management, or public administration with a high-level of management responsibility.

Salary
The City of Asheville is offering a competitive salary commensurate with experience and a comprehensive benefits package. Relocation assistance will also be available for a successful out of area candidate.

Application review will begin August 24, 2015 with the position open until filled. The targeted on-site selection process dates are September 23rd-25th.

EXAMPLES OF DUTIES:
Essential Duties and Responsibilities:

- Manages departmental services and activities by formulating, implementing, modifying and improving activities for development services, recommending and administering policies and procedures, managing development and implementation of goals, objectives, policies and priorities for service area and allocating resources.
- Monitors and evaluates efficiency and effectiveness of service delivery methods by assessing and monitoring workload, administrative and support systems and internal reporting relationships, identifying opportunities for improvement and directing the implementation of change.
- Acts as official departmental representative by explaining, justifying and defending department programs, policies and activities and negotiating and resolving sensitive, significant and/or controversial issues.
- Manages staff by selecting, motivating and evaluating staff, coordinating training, administering disciplinary and termination procedures, directing department work plan, identifying and resolving problems, assigning projects and programmatic areas of responsibility and reviewing and evaluation work methods and procedures.
- Monitors budget reports on a daily, weekly, and monthly basis. Manages and participates in administration of department budget by estimating funds needed for staffing, equipment, materials and supplies, directing the monitoring and approval of expenditures and directing the preparation and implementation of budgetary adjustments.
- Manages and directs performance by identifying appropriate metrics while developing a Departmental Business Plan and a 2-year Work Plan. Uses benchmarking data to compare performance to industry norms.
- Prepares, reviews and recommends annual goals and objectives for the department; ensures completion of any development services-related strategic goals which are identified through City Council's strategic goal-setting process.
- Collaborates with outside departments and agencies by providing staff assistance to the City Manager and the Executive Team and preparing and presenting staff reports.
- Ensures an effective and efficient development services process and oversees the performance of administrative approvals, permitting and inspecting of all development-related projects for compliance with building and development codes.
- Demonstrates continuous effort to improve operations, decrease turn-around times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Responds to and resolves sensitive inquiries and complaints from both internal and external sources.

Supplemental Functions:

- Performs other similar duties as required.

QUALIFICATIONS:

Education/Experience:

- Bachelor's degree in Engineering, Planning, Construction Management, Public Administration or related field, with six (6) to nine (9) years of progressively responsible related experience including supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job. Master's degree preferred.

Licensing and Certifications:

- Professional license or certification preferred.
- The possession of a valid North Carolina driver's license will be required or the ability to obtain one upon relocation.

KNOWLEDGE, SKILLS & ABILITIES:
Knowledge:

- Comprehensive understanding of the field and application of advanced principles, techniques and theory.

Skills:

- Ability to interpret, process and use complex workplace data and graphics with abundant information and/or challenging presentations including detailed charts, tables, graphs and forms and/or complicated diagrams or maps.
- Ability to conduct comprehensive research on organizational policies and procedures, best practices and innovative techniques.
- Ability to compile data into a formal report or recommendation shared with others and often verbally presented.
- Ability to think creatively for the primary purpose of increasing efficiency and effectiveness.
- Ability to communicate effectively in spoken and written form.
- Ability to research program documents and narrative materials, and develop reports from information gathered.
- Ability to analyze situations to pinpoint problems and assist with solving problems or identifying sources of obstacles.
- Ability to develop and maintain effective working relationships as required by work assignments.
- Ability to work independently with limited supervision.
- Ability to analyze and interpret policy and procedural guidelines and to apply this understanding to tasks.
- Ability to bring resources together to resolve a problem or provide a solution.

Final Applicants are subject to Pre-employment Drug Screening and Background Check.

The City of Asheville is an Equal Opportunity Employer that does not discriminate in employment or the provision of services on the basis of race, color, creed, religion, national origin, age, disability, sexual orientation, gender (including pregnancy), gender identity or expression, or familial status.

APPLICATIONS MAY BE FILED ONLINE AT:
http://www.ashevillenc.gov/jobs

Position #2015-00604
DIRECTOR OF DEVELOPMENT SERVICES
HW

PO Box 7148
Asheville, NC 28802
828-259-5690 - Apply Online! - EOE

hwaltemyer@ashevillenc.gov
Director of Development Services Supplemental Questionnaire

* 1. Do you have at least a Bachelor's degree in Engineering, Planning, Construction Management, Public Administration or related field? If yes, please describe. (note: Master's degree preferred).

* 2. Do you have at least six years of progressively responsible related experience including supervisory experience? If yes, please describe.

* 3. Do you have a related professional license or certification? If yes, please list. (note: preferred)

4. Do you possess a valid North Carolina driver's license or out-of-state license with the ability to obtain the same?

* Required Question