

Position Title: Business and Development Services Director

Department: Business and Development Services

Updated: March 27, 2012

FLSA Status: Exempt

Statement of Duties

Position performs responsible and complex inspection, enforcement, and administrative work for the Business and Development Services Department. Employee works for the City Administrator. Work includes interacting with elected officials, working with the city attorney, and with municipal, county, regional, state and federal employees and appointees. Specific position duties include enforcing the International Building Codes, Mauldin Zoning Ordinance, Mauldin Municipal Code, Lighting Standards, Landscape and Design Standards, Business License requirements, Hospitality and Accommodations Taxes, Storm water and Erosion control, and Floodplain Development and Management. Also ensures Board of Zoning Appeals, Planning Commission and staff receive and maintain mandatory continuing education requirements and required State licenses as required by the South Carolina General Assembly, the South Carolina Building Codes Council, and the International Codes Council.

Supervision

Employee plans, prioritizes, and performs work independently, in accordance with standard practices and previous training. Employee is expected to resolve problems by adapting methods or interpreting instructions within accepted parameters. Instructions for new assignments or special projects usually consists of statements of desired objectives, deadlines, and priorities. Unusual situations are discussed with supervisor. Employee makes specific recommendations on ordinance or policy changes that will further Council goals and benefit the City. Interacts with the Greenville County Planning Department, the staff planner, and the Mauldin Planning Commission to help shape future growth and development. Supervises a staff of three (3) professional full time positions including a Permit Specialist, Business License Specialist, and a Combination Commercial Inspector.

Job Environment

Work requires inspecting, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines for performing work include a large body of policies, practices and precedents that may at times be complex or conflicting. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Work requires understanding, interpreting and applying complex federal, state and local regulations. Work consists of the practical application of a variety of concepts, practices, and specialized techniques related to Planning and Land Uses, Building Codes, Flood Hazard Mitigation, and other regulations. Errors could result in personal injury or death, delay or loss of service, monetary loss, damage to buildings or equipment, or legal repercussions. The decisional responsibility of the position can range from mass loss of life due to an explosion, structural fire and/or collapse, to legal action contesting a zoning determination.

Employee has constant contact with the public, businesses, contractors, realtors, attorneys, developers, other city departments, county, regional, state and federal agencies to ensure compliance with all applicable regulations, codes, ordinances, acts and laws. Contacts are usually made in person, in writing, or on the phone.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Position Functions

1. Manages and supervises assigned operations to achieve individual and department goals within available resources; plans and organizes work loads and staff assignments; trains, motivates and evaluates assigned staff; reviews progress and directs changes as needed.

2. Enforces the Mauldin Zoning Ordinance, International Codes, Municipal Code, Land Development Regulations, Landscape and Design Standards, Lighting Ordinance, Storm water and Erosion control regulations, Business License Ordinance, Hospitality Tax Ordinance.
3. Researches and drafts proposed amendments to the Zoning Ordinance, Municipal Code, Land Development Regulations, Business License Ordinance, Floodplain Ordinance, and other pertinent regulations and guides the amendments from concept to implementation.
4. Confers with architects, engineers, contractors, developers and owners on major problems and questions arising in the review and analysis of plans and buildings under construction.
5. Consults with the City Administrator and other key officials to keep them apprised of major problems and issues and to receive policy guidance and assistance.
6. Make courtroom appearances and provide testimony regarding violations of the Mauldin Zoning Ordinance, International Property Maintenance Code, and pertinent sections of the Mauldin Municipal Code in Municipal Court, Summary Court, the 13th Circuit Court of Appeals, and the South Carolina Supreme Court.
7. Acts as a prosecutor when representing the City in Municipal Court regarding Uniform Ordinance Summons Tickets related to code enforcement.
8. Accepts Building and Zoning Board of Appeals applications, makes staff recommendations, and staffs BZBA and Planning Commission meetings. Makes recommendations regarding annexation and rezoning, advises Greenville County Planning Department staff of how the request does or does not comply with the Comprehensive Plan and Future Land Use Plan.
9. Provides technical Building Codes advice to Council and the City Administrator, Board and Commission members, makes presentations to boards, civic groups, and the public as required. Explain requirements of housing standards to property owners, building contractors, and other interested parties.
10. Responds to contacts and requests from developers, contractors, and other interested parties needing assistance in locating installations, operations and businesses within the City. Participates in the organization and coordination of the activities of other City departments and agencies in providing continued response and assistance to such requests and inquiries.
11. Develops and recommends new policies and programs to the City Administrator and assists in presentation to the City Council and other appropriate bodies.

12. Makes interpretations of building, housing, fire safety and zoning codes as appropriate to assure equitable and consistent application. Keeps abreast of developments in the building, plumbing, fire safety, electrical and construction areas and recommends appropriate code revisions as necessary to assure proper compliance with new or changed situations.
13. Oversees the development of the budget for the Business and Development Services Department.
14. Ensures that departmental operations occur within the budget constraints and are in conformance with City purchasing policies and procedures.
15. Resolves complex and sensitive employee or customer issues. Coordinates plan review, permit issuance, and inspection activities with staff, contractors, job superintendents, Fire Department personnel, Public Works personnel, and other City staff.
16. Evaluates the work of key personnel within the department and initiates appropriate action to improve performance as required. Approves the recruitment of new professional and technical staff.
17. Plans, develops, administers and leads in timely and effective accomplishment of all programs, functions, and activities of the Department, including those relating to housing, zoning and code compliance, construction, alteration, repair, and inspection of buildings and structures, issuance of occupational licenses.
18. Performs other duties as required by the City Administrator.

Physical and Mental Requirements

Employee is exposed to outdoor weather conditions, fumes, or airborne particles, extremes of heat and cold, risk of electric shock, hostile individuals falling debris, high places, and mechanical parts. Employee is required to stand, walk, talk, listen, use hands, stoop, kneel, crouch, crawl, and reach with hands and arms. Employee occasionally lifts up to 10 pounds and seldom lifts up to 60 lbs. Normal vision is required for the position. Equipment operated includes light trucks, hand tools, electrical tester, office machines and computers.

Education and Experience

A candidate for this position shall have a College Degree or equivalent; seven to ten years of experience in building inspection, zoning administration and enforcement, engineering, architecture or related fields; five or more years of increasingly responsible supervisory experience in related fields; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities

A candidate for this position shall possess or have the aptitude to develop the following skills and abilities:

Expert knowledge of the International Codes, Mauldin Zoning Ordinance, the Municipal Code and other statutes, rules and regulations;

Knowledge of city council goals and objectives and how to aid those goals and objectives to further growth and development;

Working knowledge of constitutional rights, due process, and familiarity with the operations of the legal system;

Ability to interpret and enforce the codes and ordinance firmly and impartially;

Ability to inspect properties and determine compliance with the applicable codes;

Exceptional ability to deal with disgruntled or irate customers in a patient, tactful, and firm manner to achieve compliance with the applicable regulations;

Excellent customer service and organizational skills;

Knowledge of the principles and practices of business administration and their application to public sector management, particularly local government;

Ability to establish and maintain effective working relationships with other City and County departments, community organizations, business and trade associations, i.e.: Chambers of Commerce, developers and builders, engineering associations, contractors and related groups.

Mauldin, South Carolina

Business and Development Services Director