

CITY OF ARCADIA

ASSISTANT CITY MANAGER/DEVELOPMENT SERVICES DIRECTOR

DEFINITION

Under general administrative direction, to plan, direct, manage, and oversee the activities and operations of the Development Services Department including planning, building, code enforcement, business license, engineering, transportation, housing, and economic development; to coordinate assigned activities with other City departments and outside agencies; to provide highly responsible and complex administrative support to the City Manager; to serve as Assistant City Manager; and may serve as City Manager in the absence of the City Manager.

SUPERVISION EXERCISED

Exercises direct supervision over management, supervisory, professional, technical, and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Serve as Acting City Manager in the City Manager's absence and make administrative decisions as necessary; provide advice and assistance to the City Council, the public, and other agencies; respond to inquiries and provide information regarding City policies, procedures, and operations.

Provide insights and strategic advice to the City Manager regarding policies and direction of the City as a whole.

Assist the City Manager with the development and implementation of City policies and overall operation of the City through direction, support, and guidance of City departments.

Provide leadership for the development of a shared vision, strategy, policy, and goals for all City activities and operations.

Participate in negotiation process with the City's bargaining groups; work with the City Council, City Manager, Human Resources Director, Administrative Services Director, and the City's bargaining units in maintaining decorum throughout the negotiation process.

Serve as project manager or city liaison for Citywide projects of a sensitive or time-restricted nature as directed by the City Manager.

Coordinate activities of the City Manager's Office with other City departments and with outside agencies as directed by the City Manager.

Assume full management responsibility for all Development Services Department activities including planning, building, code enforcement, business license, engineering, transportation, housing, and economic development.

Manage the development and implementation of Development Services Department goals, objectives, policies, and priorities for each assigned service area; establish, within City policy, appropriate service and staffing levels; allocate resources accordingly.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.

Represent the Development Services Department to other City departments, elected officials and outside agencies; explain and interpret Development Services Department programs, policies, and activities; negotiate and resolve sensitive, significant, and controversial issues.

Select, train, motivate, and evaluate Development Services Department personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Plan, direct, and coordinate the Development Services Department's work plan; meet with management staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures.

Manage and participate in the development and administration of the Development Services Department budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approval of expenditures; direct the preparation of and implementation of budgetary adjustments as necessary.

Coordinate Development Services Department activities with those of other departments and outside agencies and organizations.

Provide staff assistance to the City Manager and City Council; prepare and present staff reports and other necessary correspondence.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Development Services programs, policies, and procedures as appropriate.

Make oral presentations to City Council, Planning Commission, and other Boards and Commissions.

Initiate contacts with various companies and businesses to market the City of Arcadia and attract new business.

Negotiate conditions and agreements with developers regarding various projects.

Provide technical assistance to local organizations such as the Chamber of Commerce and Business Improvement Districts.

Conduct site inspection and field visits of development projects and code and traffic related complaints.

Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of planning, building, code enforcement, business license, engineering, housing, and economic development.

Respond to and resolve difficult and sensitive inquiries and complaints.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operations typical of local government services such as budgeting and financial services, human resources, recreation, community services, library services, communications, public safety, water utility, and more.

General executive management principles and methods including goal setting, program development and implementation, project management and budgeting.

Public policy, City functions and activities, local government practices, administration, political dynamics, and community needs.

Operational characteristics, services, and activities of a comprehensive Development Services program.

Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Modern and complex principles and practices of program development and administration.

Advanced principles and practices of municipal budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Pertinent Federal, State, and local laws, codes, and regulations.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Ability to:

Assist the City Manager in managing overall City operations.

Understand, interpret, and lead the implementation of City Council goals, policies, and directives.

Coordinate and direct a variety of complex assignments and make decisions rapidly within the scope of authority and recommended solutions.

Communicate effectively and diplomatically with the City Council, community, public and private organizations, community stakeholders, boards and commissions, and City staff at all levels in the organization.

Provide administrative and professional leadership and direction for the Development Services Department.

Develop, implement, and administer goals, objectives, and procedures for providing effective and efficient Development Services.

Plan, organize, direct, and coordinate the work of management, supervisory, professional, technical, and clerical personnel; delegate authority and responsibility.

Select, supervise, train, and evaluate staff.

Identify and respond to community and City Council issues, concerns, and needs.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.

Prepare clear and concise administrative and financial reports.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated in past and current employment history. A typical example includes:

Experience:

Seven years of responsible planning and/or economic development experience including five years of management and supervisory experience, and at least one year of recent experience as Assistant to the City Manager or similar.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in urban planning, engineering, public administration, or a related field. A Master's degree is highly desirable.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to travel to different sites and locations.

Effective Date: January 1999

Revised: October 2020, October 2025