

# City of Franklin

## Director of Building and Neighborhood Services

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**Starting Pay: \$140,833 - \$153,259/Annually**

**Reports To: Assistant City Administrator**

**Supervises: Building and Neighborhood Services Department**

**FLSA Status: Exempt**

### I. Purpose of Job

Under limited supervision, leads and manages the Building and Neighborhood Services Department; a large multi-disciplinary team with specialized and technical knowledge that helps facilitate approximately \$500 million of private investment annually in community development. The most critical and time-consuming responsibilities include policy implementation, development of programs, service delivery, and resource management. Primary responsibilities of the Building and Neighborhood Services Department include processing building permit applications, performing public and private site plan development and building/structure plan review, coordinating building, zoning, and property maintenance inspections, flood plain management, sign administration, and investigating and addressing various complaints regarding building safety, use of property, zoning, and property maintenance. The Department is also responsible for administration and management of the Community Development Block Grant (CDBG) Program.

### II. Essential Job Duties

#### A. Performs supervisory duties

- Supervises, directs, and evaluates Building and Neighborhood Services personnel, handling employee concerns and problems, directing work, counseling, disciplining and completing employee performance evaluations.
- Makes decisions regarding personnel actions such as promotion and hiring.
- Investigates and responds to complaints and resolves conflicts of interpretation between staff, contractors, developers, design professionals, the public, and business community.
- Mentors, coaches, and ensures training is available to department personnel for their technical fields as well as general professional skills such as communication and use of technology.

#### B. Strategic planning and innovation

- Develops long-range plans for future growth and development of department staff.
- Directs team members in study and analysis of department policies and procedures to identify the need for changes, refinements, and modifications to policies and procedures, or to adopted building codes, City of Franklin Municipal Code and Zoning Ordinance and, makes recommendations to the City Administrator, Assistant City Administrators, and Board of Mayor and Alderman.
- Monitors and evaluates departmental activities for efficiency and effectiveness.

- Works closely with Engineering, Planning and Sustainability, Street, Water Management, Parks, Police, and Fire Departments on short and long-term projects affecting private development and public facilities.
- Promotes culture of innovation in the department so that innovative plans and solutions are developed.
- Includes oversight and support to team members engaged in the evaluation and implementation of enterprise-wide software and information system solutions to improve City performance in all areas of Development Services.

**C. Attends training to maintain and learn new knowledge and skills**

- Analyzes building, electrical, mechanical, and plumbing technology, development regulations, and trends.
- Consults with professional groups in the areas of construction, engineering, architecture, and building design, and minimum building code compliance.
- Studies principles and practices of economic and community development to help the City compete for private investment.

**D. Administrative**

- Facilitates the collection and accounting of building permit fees, plan review fees, road impact fees, water and sewer impact fees and facilities taxes.
- Oversees and assists staff in writing of ordinances, contracts, and resolutions that pertain to Building, Zoning, or Housing issues.

**E. Manage Building and Neighborhood Services Department**

- Prepares and administers the departmental budget, forecasting funding for staff, equipment, materials, and supplies; submits budget recommendations and justifications; monitors expenditures against approved budget.
- Ensures that the City is in compliance with appropriate regulations and verifies submission of required reports.
- Oversees development of departmental policies and procedures.
- Contributes to the long range planning of the city and participates in various task forces and committees.

**III. Other Job Duties**

Performs other job duties as assigned, including:

- Represents the Department or ensures other team members are prepared to represent the Department, in matters before various boards and commissions including the Board of Mayor and Aldermen, Franklin Municipal Planning Commission, and Board of Zoning Appeals.
- Supervises staff members in facilitating meetings of the Building and Street Standards Board of Appeals, the Development Services Advisory Commission, and the City of Franklin Housing Commission.
- If necessary, will assist staff in review of construction plans for private development for conformance to all applicable ordinances and adopted building codes and conditions placed upon projects by the Planning Commission.

**IV. Primary Job Challenges**

Primary challenges of this position include providing an organizational vision and driving change.

## V. Equipment Operated

General office equipment and motor vehicle.

## VI. Key Competencies Required

- **Job Content Knowledge:** Has extensive knowledge of the policies, procedures, and activities of code enforcement and public safety practices as they pertain to the performance of duties relating to the position of Building and Neighborhood Services Department Director. Is very knowledgeable of engineering, architecture, and building plan review and inspection practices. Has extensive knowledge of local, state, and federal development regulations, municipal ordinances, zoning ordinances, property maintenance, and adopted building, fire, gas, plumbing, and electrical codes. Has extensive knowledge and ability to administer building permitting and development approval processes that meet pre-determined review deadlines. Functional knowledge in the principles and practices of economic and community development in Tennessee. Read and interpret blueprints, zoning maps, floodplain maps, and surveys. Prepare inspection reports, court summons, and Notices of Violation. Knows how to develop and establish objectives for the expedience and effectiveness of specific duties of the department. Stays abreast of any changes in policy, methods, computer operations, equipment needs and policies, etc. as they pertain to departmental operations and activities. Effectively communicate and interact with subordinates, supervisors, members of the public with varying levels of education and differing backgrounds. Assemble information and make written reports and documents in a concise, clear, and effective manner. Have good organizational, management, human relations, and technical skills. Use independent judgment and discretion in supervising subordinates including the handling of emergencies, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Comprehend, interpret, and apply regulations, procedures, and related information. Is knowledgeable and proficient with computers.
- **Language Skills:** Read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Write speeches and articles for publication that conform to prescribed style and format. Effectively present information to top management, public groups, and/or boards of directors.
- **Mathematical Skills:** Work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- **Reasoning Ability:** Define complex problems, collect data, establish facts, and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- **Teamwork:** Develops constructive and cooperative working relationships with others. Encourages others to express their ideas and opinions. Provides input into identifying and solving problems. Anticipates need of others for information about job tasks and work environment and provides it to them in a timely manner. Willingly assist others with job tasks when appropriate.

## VII. Physical Demands and Work Environment

**Physical Demands:** Performance of the essential duties of this job requires the incumbent to:

- Must remain in a stationary position 75% of the time.
- Occasionally move about inside the office/building to access file cabinets, office machinery, the public, etc.
- Regularly operates a computer and other office productivity machinery, such as a calculator, copy machine, computer, printer, and telephone.
- Regularly positions self to maintain office area and items needed to complete daily tasks.
- Regularly communicates information and ideas so others will understand. Must exchange accurate information in these situations.
- Occasionally ascends/descends stairs/ladders in various work areas.
- Occasionally moves/transport up to 25 pounds.

**Work Environment:** Performance of the essential duties of this job requires:

- Occasional work in high, precarious places
- Occasional exposure to fumes or airborne particles
- Occasional exposure to outdoor weather conditions
- Occasional exposure to risk of electrical shock

The work environment is moderately noisy (examples: business office with computers and printers, light traffic).

## VIII. Qualifications

**Education and Experience:** The required knowledge, skill, and abilities to satisfactorily perform job duties are normally acquired through attainment of a Bachelor's and preferably a Master's degree from an accredited college or university; plus at least seven (7) years related experience of which three (3) would have been in a supervisory capacity. Equivalent combination of education and experience may be considered.

### **Certifications:**

Specific certifications are not required, but any of the following indicate preparedness for the position:

- International Code Council Certifications in building or trade inspections, or zoning and property maintenance inspections;
- American Institute of Certified Planners (AICP) certification;
- Registered Architect License;
- Tennessee Certified Economic Developer (TCEcD) designation.