



## Career Service Authority

Page 1 of 5

# Technical Director- Board of Adjustment Zoning

### GENERAL STATEMENT OF CLASS DUTIES

Directs and administers the activities of the technical support staff of the Board of Adjustment for Zoning Appeals.

### DISTINGUISHING CHARACTERISTICS

Technical Director of the Board of Adjustment Zoning performs supervisory duties over the technical support staff of the Board of Adjustment for Zoning Appeals. It is distinguished from Operational Supervisor I that performs supervisory duties over administrative, paraprofessional, and/or technical staff and supports professional and/or higher level supervisors/managers through the application of the principles of a particular discipline, profession, and/or field of study in order to accomplish the operational goals of the assigned area(s). This class is also Distinguished from Operational Supervisor II that performs second level supervisory work over a section(s) through subordinate supervisors of administrative, paraprofessional, and/or technical staff, provides leadership, direction, and long range and short term planning, and directs operational policy development and performance criteria for the assigned area(s) in conjunction with departmental plans and goals.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

Supervises two or more employees who do not supervise.

**ESSENTIAL DUTIES**

Plans, schedules, coordinates, and assigns work and establishes goals and priorities for support staff involved in technical functions of the Board of Adjustment of Zoning Appeals.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Provides technical assistance to Board during public judicial review meetings.

Prepares case files for zoning appeals, keeps official records of the hearings, presents exhibits and analyzes legal issues and possible remedies for cases.

Prepares and issues a formal record of actions taken by the Board in zoning appeals.

Develops and manages the budget for the division or work functions and allocates funds within the budget to accomplish objectives.

Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisors and/or staff.

Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences, and long range development of employees.

Performs other related duties as assigned or requested.

---

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

---

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Oral Communication** – Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

**Problem Solving** – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

**Written Communication** – Expresses facts and ideas in writing in a succinct and organized manner.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and among the public.

**Leadership** – Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

**Technical Competence** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

**Flexibility** – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with pressure and ambiguity.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

**Decisiveness** – Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

**Conflict Management** – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of legal compliance issues sufficient to be able to interpret and analyze legal issues relative to the field.

Knowledge of budgeting procedures and requirements sufficient to be able to administer a budget to accomplish objectives.

Knowledge of employee development principles and practices sufficient to be able to ensure long range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.

Skill in developing and implementing policies and procedures related to the work assignment.

Skill in establishing and maintaining effective working relationships with employees, policy making bodies, various officials of public or private entities, and the public.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near Acuity: ability to see clearly at 20 inches or less.

**Working Environment:**

Subject to pressure when managing absentee replacement on short notice.

Subject to pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

**Education Requirement:**

Bachelor's Degree.

**Experience Requirement:**

Three years of experience conducting investigations and enforcing legal compliance.

**Education/Experience Equivalency:**

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

**Licensure and/or Certification:**

By position, requires a valid driver's license.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 09/16/1995

**ESTABLISHED BY:** Monika S. MacRossie

**REVISED DATE:** 06/28/2009

**REVISED BY:** Meredith Creme

**CLASS HISTORY:** 06/2009 - class specification was put into a new format; competency statements and a distinguishing characteristics narrative were added.