



## Processing Coordinator, Senior

Department: **Development Services** Class Code: **23**  
Reports to: **Development Services Director** FLSA Status: **Non-Exempt**

**GENERAL PURPOSE:** Under supervision from the Development Services Director, functions as a liaison for the processes used by engineering, building safety, and planning, for review and approval of developments within the Town.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Designs and develops workflows to institute new processes, replace manual processes and streamline information flow, partnering with IT Department (software support) to determine proper alignment, and participates in the implementation of same.
- Coordinates with CitizenServe software support team with implementation of application updates, may facilitate internal end-user training on any new features.
- Provides input regarding individual user access requirements to applications and corresponding data sets specific to their assigned area of responsibility.
- Serves as liaison and subject matter expert (SME) for CitizenServe software.
- Researches and prepares responses to sensitive inquiries and complaints.
- Monitors and schedules janitorial, security, maintenance, and repairs of department facilities.
- Maintains files; collects and compiles statistical data; develops a variety of technical and statistical reports; researches and updates files and computer records.
- Maintains calendars, and schedules meetings, appointments, travel, meeting rooms and resources, coordinates development of meeting agendas, action item lists and presentation materials.
- Provides information and assistance to staff and customers; answers questions and resolves issues within scope of authority, using knowledge of Town and department policies and procedures; researches information requests, and responds independently to inquiries when appropriate.
- Oversees the department budget and expenditures.
- Administers all business transacted by the Planning and Zoning Commission and the Board of Adjustments, including: schedules meetings, prepares agendas, compiles all agenda items, prepares agenda packets and ensure on-time delivery to commission and board members, and prepares meeting minutes, administers the Departments compliance with open meeting laws and ARS provisions that apply to the specific cases being heard by the Commission. Ensures all forms of meeting and process notifications are met (post cards, postings, legal ads, emails, etc).
- Manages public records requests for the Department.
- Maintains the Department Fee Schedule
- Provides feedback to professional staff regarding customer service challenges, ideas, strategies, and work flow.

## JOB DESCRIPTION

## Processing Coordinator, Senior

- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Performs related duties as required or assigned.

### MINIMUM QUALIFICATIONS:

#### Education and Experience:

- Associates Degree and a minimum of three years of detailed experience in any or all of the following fields to include engineering, building, or planning, or equivalent.

#### Required Licenses or Certifications:

Possession of a valid AZ driver's license.

#### Required Knowledge of:

- Town policies and procedures
- Professional standards for business correspondence, writing, spelling and grammar.
- Customer service standards and protocols
- Principles of recordkeeping, records retention, file maintenance
- State laws regarding open meetings, public records, and records management.
- Basic municipal budget practices
- Uses and applications of personal computers and various software applications, with the ability to evaluate various software in order to improve efficiencies and make recommendations for changes to the software.

#### Required Ability to:

- Maintain a professional and courteous demeanor to members of the public.
- Understand basic zoning concepts.
- Demonstrate the ability to communicate technical information to the public.
- Demonstrate technical writing skills and the ability to write procedural steps.
- Communicate effectively with different and various parties to include direct staff, citizens, customers, professional staff and department heads.
- Develop and maintain effective working relationships with town staff, contractors and the general public.
- Read and understand basic engineering and building construction plans.
- Read and understand town building codes, ordinances and engineering construction plans.
- Develop technical reports and computations.
- Communicate effectively, both orally and in writing.
- Recognize and resolve conflict.
- Assess and prioritize multiple tasks and demands.
- Operate a personal computer utilizing a variety of diagnostic software.

#### Physical Demands / Work Environment:

Work is performed indoors in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 25 pounds.

*Core Values: Integrity, Teamwork, Respectful Communication, Service, Leadership, Innovation*

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
	7/2023			23	Non-Exempt	

CREATED: Laura Kyriakakis/HRD

DATE: 7/2023