



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION PLANNING COORDINATOR PLANNING

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position coordinates all development project review processes and serves as liaison for both customers and City departments to disseminate information related to ongoing planning projects and requests. Reports to the Manager of Current Planning.

ESSENTIAL JOB FUNCTIONS

Coordinates the development review process for the external customer and acts as a liaison to all departments in the development review process. Serves as contact with community and City staff on all development process issues; disseminates, coordinates, and provides information regarding City development requirements; responds to questions and provides interpretation of the zoning, subdivision and site plan ordinances for the public, consultants, developers and other City staff as requested; establishes and maintains lines of communication and provides an integrated information network to facilitate the development process for the customer.

Interacts with the public, City departments, and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Accurately, promptly, and diplomatically responds to requests for information. Communicates orally and in writing with the public, outside agencies, coworkers and other City personnel providing accurate technical information and recommendations.

Provides information and recommendations to the Manager of Current Planning as necessary to assist and advise in resolving development issues and improving processes. Initiates, plans, executes, monitors, controls and finalizes special projects. Prepares reports for City Council and the Planning Commission.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Planning - Comprehensive knowledge of philosophies, practices, principles and techniques of the municipal planning process as they pertain to development and redevelopment.

- Policy and Procedures - Comprehensive knowledge of the City ordinances, codes and regulations pertaining to development.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Interpersonal Relationships/Customer Service - Develops and maintains cooperative and professional relationships with contractors, employees and the general public. Able to effectively handle routine inquiries and complaints from or disputes with customers.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy. Knowledge of techniques in preparing maps, charts, plans, sketches and other graphics.
- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, forecasting, conclusions or approaches.

REQUIRED ABILITIES

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.
- Communication - Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.
- Judgement/Decision Making - Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

EDUCATION AND EXPERIENCE

Requires a Bachelor's degree in Planning, Architecture, Landscape Architecture, Civil Engineering or a closely related field and 3-5 years of experience in professional planning, or an equivalent combination of education and experience. Project Management certification preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.