



**OAKCREEK**  
— WISCONSIN —

**Position:** Development Services Coordinator  
**Department:** Community Development

**Unit:** Non-union  
**FLSA Status:** non-exempt

### **Summary Description**

The Development Services Coordinator is responsible for assisting with the permit application process through accepting, reviewing, and issuing permit applications for land use, utility installation, street and civil construction, building and development applications. The Development Services Coordinator also provides support for other general Department tasks.

### **Supervision/Accountability**

This position is accountable directly to the Senior Planner, indirectly accountable to the Assistant City Engineer. There are no supervisory responsibilities in this position.

### **Major Duties/Essential Functions**

Provides technical assistance and information to the public, city staff and development professionals regarding permit processes, development standards, and other relevant City ordinances at the service counter, email and on the telephone.

Receives and conducts preliminary reviews of development and permit applications to ensure completeness, accuracy, and compliance with codes, ordinances, and departmental requirements. Identifies projects or permits needing more extensive or specialized reviews and forwards them to the appropriate staff and departments.

Tracks the progress of development projects and permits, and, where applicable, contacts applicants/consultants regarding requirements, clarifications, and process steps.

Conducts field investigations, data collection and documentation in support of Planning, Engineering, Inspection, Code Enforcement, and/or project review and development in support of the Department.

Prepares files and maintains a filing system for permits, approved site, landscape, building plans, and other Department records.

Assists with BS&A software implementation, management and recommends changes in procedures and processes to improve efficiency.

Assists with updating Community Development, Engineering, and Inspection web pages.

Assists in conducting studies and preparing documents, analytic reports, and graphic materials. Assists in preparing base maps, charts, development scenarios and other related data utilizing GIS systems for analysis and map generation.

### **Minor Duties/Responsibilities**

Assists with the preparation of notices, public hearings and bid documents.

Assists in Department special projects.

Attends occasional City committee meetings (e.g., Plan Commission, Common Council, Public Works and Capital Assets, Parks and Recreation, BOZA).

Assists as back-up to front office staff (ASA) answering phones, assisting customers at counter, and covering during absence of other front office staff.

Assists in researching and providing related information, interpretations, evaluations, and recommendations regarding planning and development strategies, processes, policies, and ordinances.

Performing other duties as assigned.

### **Knowledge**

Knowledge and experience of the municipal permitting process and working within permitting software. Familiarity with principles and practices of basic principles, techniques and objectives of urban planning, municipal engineering, and general building inspection. Knowledge of Municipal Code requirements related to departmental activities. Maintains awareness of City standards, ordinances, and policies as well as procedures established for the department.

### **Skill/Ability**

Ability to perform all duties and essential functions in a manner consistent with the department's vision and mission. Skill in reading, interpreting, and producing maps and plans. Skill in operating the listed tools and equipment. Ability to prepare, organize and maintain reports; and to prepare reports, letters, and memorandums for transmittal to the public and other departments. Ability to effectively communicate complex technical information, verbally and in writing, and to effectively work with contractors, developers, property owners, City staff, consultants, other governmental agency representatives, City Officials, and the general public. Adept at making sound decisions and effectively prioritizing a multi-tasked workload. Ability to research, collect, analyze, and interpret pertinent information through various resources including tax records, abstracts, state statutes and affidavits. Ability to read and understand codes, ordinances, and complex plan sets. Ability to work independently with just occasional review of work performance or records. Ability to use online mapping and social media tools. Ability to work in the following software programs: *Microsoft Office*, *Adobe*, *ArcGIS*, *AutoCAD*, *LaserFiche*. Ability to use, or to be trained in, the City's permit software program *BS&A*.

### **Education/Experience**

Graduation from high school or GED equivalent with three (3) to four (4) years of relevant experience in municipal permitting and development application process or any equivalent combination of education and experience is required. Experience with City's permitting software is desirable.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed mostly in office settings. Some outdoor work is occasionally required in the inspection of various properties, land use developments, construction sites, or public works facilities. A high degree of hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of this job, the employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **License/Certifications**

Possession of a valid Wisconsin Division of Motor Vehicle operator's license required.

### **Special Conditions of Work**

The ability to work occasional evenings and/or weekends to attend various City meetings.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Approved By:   
City Administrator

Reviewed By:   
HR Manager

Reviewed By:   
Assistant City Administrator/City Engineer

**Revision History:**

January 5, 2024