



CLASS SPECIFICATION

Class Code: 17925
Date Est: 07/2015
Last Rev: 04/2018
Last Title Chg:
FLSA: exempt
Probation: 12 months

BUSINESS FACILITATOR - CSD

DEFINITION

Under general supervision of the CSD Director and the County Manager's Office, acts as the primary contact and facilitator for resolution of community development and planning issues; supports development of private facilities and infrastructure by providing prompt and accurate information and assistance for economic development inquires within Washoe County; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in public or business administration, urban planning, economic development, communications, political science, liberal arts or a related field, AND three years of full-time experience in community relations to include overseeing programs to engage the public and potential stakeholders on organizational initiatives.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

May provide lead direction to professional and support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Coordinate and facilitate communications between citizens, public and private sector representatives and staff by attending community/neighborhood meetings and events and serve as initial point of contact for citizens with problems or issues needing to be resolved by supporting and coordinating the work of internal staff in addressing and resolving such issues.

Build and maintain effective community relationships by serving on various committees and boards; reports and/or presents innovative and collaborative thoughts and ideas.

Act as single point of contact on economic development inquires to Washoe County where action by Community Services is a primary factor in "landing" the development; report to senior management regarding issues that may affect their specific operations/responsibilities along with recommended courses of action.

Occupies highly visible position in the community, works closely with business and developmental interests for business attraction, creation and expansion while maintaining excellent relations with interested parties.

Facilitate communication and collaboration between Community Services, District Health and Truckee Meadows Fire, as well as outside agencies such as Truckee Meadows Water Authority (TMWA) regarding the development/building permitting process.

Engage internal and external customers in work process improvement efforts aimed at providing staff from all parts of the department with required and necessary public input, such as area and community planning efforts,

development and permitting efforts, proposed changes in rates and charges (utility rates, connection fees, user fees and the policy basis for establishing and revising fees) and service level discussions.

Design, implement and support customer engagement processes for department projects, community planning, building and program initiatives.

Assess and prepare to address the operational impacts, workflow, training, etc. issues of a project.

Lead, direct and participate in projects, assignments and activities by coordinating the activities of involved staff and collecting and analyzing information to write or produce written or oral reports identifying alternatives and providing recommendations for change.

Develop recommendations by researching current practice and other criteria to formulate and create new systems, or revise established systems and procedures.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies, practices and procedures, including protocol for making decisions, and policy and procedural changes.

Washoe County organizational structure.

Washoe County governmental processes.

State, federal and regional laws and regulations pertaining to economic and community development.

Ability to:

Understand the organization and operation of the Community Services department and of outside entities as necessary to assume assigned responsibilities.

Interpret, analyze and apply regulations, laws, policies, procedures and codes.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance and other evaluation processes.)*

Knowledge of:

Communication methods, techniques and practices used to engage citizens and community interests in County planning and program development efforts.

Principles of Private/Public Partnerships related to business development and growth.

Continuous quality and work-flow improvement processes.

Methods and practices of surveying or interviewing citizens or interest groups, using their input to design effective collaborative problem solving and/or planning processes.

Ability to:

Achieve consensus and collaboration across many business entities by persuasively presenting creative solutions and innovative ideas.

Perform responsible professional work in a high-profile position dealing with topics under public and media scrutiny and respond rapidly and appropriately as needed.

Communicate clearly and concisely, both orally and in writing.

Remain polite, tactful, and diplomatic in stressful situations.

Exercise discretion, sound judgement and logic.

Analyze data/information/situations and provide innovative and alternative solutions, anticipate consequences of proposed actions, and make appropriate responses or recommendations.

Research, compile, tabulate, analyze, and interpret data and information.

Generate enthusiasm for new ideas and processes.

Think independently and creatively.

Establish and maintain effective working relationships with local business leaders, business association officials, federal, state, local and regional economic development officials, County staff, Boards and Commissions and the general public.

Write correspondence, memoranda, administrative summaries, reports, and other documents in a clear, concise manner; use correct grammar and word usage; to address the desired audience.

Use a personal computer and a variety of software packages, including word processing and desktop publishing.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment. Ability to use office equipment including computers, telephones, calculators, copiers, and fax machines. Ability to lift and carry up to 25 lbs.

This position will require a flexible work schedule allowing for night or after traditional business hour meeting attendance.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.