

# NEW CASTLE COUNTY GOVERNMENT

Number 0624

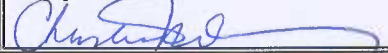
## CLASS SPECIFICATION

Page 1 of 2

Date 06/30/15

**Title:** ASSISTANT LAND USE ADMINISTRATOR

**Approved:**



GENERAL STATEMENT OF DUTIES: Performs responsible managerial, supervisory, administrative, and technical work to assist in the administration of New Castle County's Department of Land Use services functions; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of managerial, administrative, supervisory, and technical work required to coordinate the activities of the Land Use Department. Responsibilities include supervising support and technical staff in the use of telephones, computers, and related software; supervising support staff in the daily operations; coordinating customer service activities for the department; overseeing case management activities; performing public information, media and marketing activities by promoting a positive image of the department; participating in the coordination of economic development activities; overseeing miscellaneous personnel activities. This employee exercises judgment and works with considerable independence of action in interpreting and applying laws, regulations, policies, and procedures to ensure the highest quality of service in all areas to the citizens of New Castle County. This is a confidential position and, often times, deals with sensitive labor relations matters. Depending upon the needs of the department, this employee may be required to work extended hours such as early mornings, nights, and weekends. Work is performed under general supervision.

EXAMPLES OF WORK: (Illustrative Only)

- Manages, supervises, and oversees all of the customer service and support staff functions of the Department of Land Use;
- Manages and oversees case management for the department;
- Coordinates and monitors work between field workers and technicians;
- Supervises staff, makes work assignments, and evaluates performance;
- Oversees the issuance of permits;
- Resolves customer service issues;
- Trains customer service, technical, and support staff to provide for accuracy, quality, and efficiency;
- Handles department media activities by marketing and promoting department information and activities by preparing and editing news releases, information publications and other materials;
- Develops procedures and standards for consistency within the department;
- Develops and conducts training classes as necessary;

# NEW CASTLE COUNTY GOVERNMENT

Number 0624

## CLASS SPECIFICATION

Page 2 of 2

Date 06/30/15

**Title:** ASSISTANT LAND USE ADMINISTRATOR

**Approved:**



- Performs administrative duties including the preparation of policies, procedures, and fiscal reports;
- Utilizes a variety of current software applications including but not limited to word processing and spreadsheet programs;
- Compiles and prepares statistical reports;
- Reviews performance evaluations for content and technical accuracy and advises supervisors of necessary changes;
- Promotes an ongoing attitude of dedication to excellent public service to ensure that internal and external customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Good knowledge of modern principles and practices of customer service; good knowledge and understanding of the laws, regulations and procedures relating to the Department of Land Use; good knowledge of administrative procedures; good knowledge of journalism, public relations, and mass media and communications; ability to plan, coordinate, supervise, and evaluate the work of technical and support staff; ability to use a variety of current software applications; ability to establish and maintain effective working relationships with outside agencies, legal representatives, professionals, the general public, and other employees; ability to communicate courteously and effectively, both verbally and in writing; ability to make sound decisions in accordance with laws, ordinances, policies, and procedures; ability to conduct research and to prepare related reports; willingness and ability to perform a variety of assigned tasks to ensure that internal and external customers are provided with the highest quality of service.

**MINIMUM QUALIFICATIONS:** At least three (3) years of experience in customer service work to include at least one (1) year of supervisory experience, and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

**ADDITIONAL REQUIREMENTS:** Must pass a Class III County physical examination and background check.

**HISTORY OF REVISIONS:**

Established: 11/06/98  
Revised: 05/01/03  
Revised: 06/30/15