

Assistant Director

Customer &
Employee
Experience

Development Services
Department (DSD)





UNIQUE OPPORTUNITY

The City of Austin is seeking a transformational, progressive and empowering

Assistant Director of Customer & Employee Experience. The City seeks a professional who will bring to the table a track record of innovative, high-level leadership, and excellent employee engagement to be a servant leader of this diverse and high-functioning Department.



ABOUT AUSTIN, TEXAS

This vibrant and dynamic city tops numerous lists for business, entertainment, and quality of life. One of the country's most popular, high-profile "green" and culturally vibrant cities, Austin was selected as the "Best City for the Next Decade" (Kiplinger, 2010), the "Top Creative Center" in the US (Entrepreneur.com, 2010), #1 on the Best Place to Live in the U.S. and #4 on the Best Places to Retire (U.S. News & World Report, 2019), and ranked in the top ten on Forbes list of America's Best Employers for 2017.

Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its community members, and where the necessities of life are affordable and accessible to all.

Austin is a player on the international scene with such events as SXSW, Austin City Limits, Urban Music Fest, Austin Film Festival, Formula 1, and home to companies such as Apple, Samsung, Dell, and Ascension Seton Health. From the home of state government and the University of Texas, to the Live Music Capital of the World and its growth as a film center, Austin has gained worldwide attention as a hub for education, business, health, and sustainability.

The City offers a wide range of events, from music concerts, food festivals, and sports competitions to museum displays, exhibits, and family fun. Austin is also home to a wonderful ballet academy, world-class museums, one-of-a-kind shopping, and beautiful outdoor spaces. You can just as easily spend your morning paddling the lake as you can strolling through a celebrated history museum.

Located at the edge of the Texas Hill Country -- rolling terrain of limestone bluffs, springs, rivers and lakes -- Austin's climate is ideal for year-round jogging, cycling, and hiking on the City's many trails or swimming at Barton Springs or one of the area's many other swimming holes. There are several excellent golf courses in the area as well as opportunities for rowing, kayaking, canoeing, camping, rock climbing, disc golf, mountain biking, fishing, and more. Austin has something for everyone.

AUSTIN CITY GOVERNMENT

The City of Austin is a progressive, full-service municipal organization operating under the Council-Manager form of government. The Austin City Council has a 10-1 council system with an at large Mayor and Council Members representing ten (10) single-member districts. The Mayor and Council Members serve in their respective seats for four years and cannot be elected to more than two consecutive terms. The City Council appoints the City Manager, who is the chief administrative and executive



officer of the City. The City Council and City Manager are committed to their mission of delivering the highest quality services in the most cost-effective manner.

To learn more about the dynamic City of Austin, visit austintexas.gov.

STRATEGIC OUTCOMES AND INDICATORS

The City Council adopted six Strategic Outcomes and Indicators in 2018 as part of Strategic Direction 2023, a guide to improving the quality of life and civic participation in the Austin Community over the next three to five years. The Assistant Director reports through the Department Director to an Assistant City Manager, who oversees the Economic Opportunity and Affordability Strategic Outcomes. The Assistant Director will be responsible for supporting cross-departmental issues and involving external stakeholders as it relates to all six of the Strategic Outcomes. For more information, visit austintexas.gov/service/view-citys-strategic-direction-plan

Economic Opportunity and Affordability: Having economic opportunities and resources that enable us to thrive in our community.

INDICATORS:

- A. Employment
- B. Income equity
- C. Cost of living compared
- D. Housing
- E. Homelessness
- F. Skill and Capability of our community workforce
- G. Economic Mobility

THE DEVELOPMENT SERVICES DEPARTMENT

The Development Services Department (DSD) was created in 2015 through the reorganization of the Planning and Development Review Department. DSD assist homeowners, business owners, and contractors when they build, demolish, remodel or perform, any type of construction to ensure compliance with applicable city and building codes. DSD strives to support a vibrant community through responsible development while providing high-quality and timely development review and inspection services. DSD has 412 full-time positions and an operating budget of \$65.5 million.

DSD is organized by the following development-related services:

- Development Assistance Center – Consulting Services
- Land Use Review – Site Plan/Subdivision Review, Underground Storage Permits
- Community Trees – Tree Preservation, Urban Forest Plan
- Building Plan Review – Residential and Commercial Building Review, and Expedited Plan Review
- Expedited Plan Review
- Customer Experience Unit – Building and Trade Permits, Contractor Registration, Intake
- Inspections – Building Inspections, Commercial Site, Environmental

THE POSITION

The Assistant Director of Customer & Employee Experience will serve under the direction of the Development Services Department (DSD) Director. The Department coordinates all private development reviews and inspections with 14 other city departments and Travis County.

Duties, Functions, and Responsibilities

- Oversees the effective leadership, strategic planning, and management of multiple activities and operations of the department.
- Establishes and maintains effective working relationships with coworkers, department heads, officials, customers, regulatory agencies, and the general public.
- Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides mentoring for performance improvement and development.
- Provides leadership and works with department staff to develop and retain highly competent, customer service oriented staff
- Presents for the department and represents the department's interests and position before state and local government officials, boards, commissions, associations, and community organizations.
- Directs the development, implementation, and evaluation of programs and services that support the department's purpose and forecast, along with short and long-range strategies, objectives, and priorities.
- Fosters and develops a culture of positive customer service in working relationships with key staff, divisions,

and departmental employees, other governmental organizations, and with external services, such as consultants, residents, legal counsel, boards and commissions, and City Council.

- Builds and manages effective management teams, as well as responds to and resolves complex and sensitive issues and complaints both internal and external.
- Assists the Director with analyzing fiscal impact of proposed policies and programs.
- Ensures all activities are complete and in compliance with city/departmental policies and procedures, local, state, and federal regulations, and laws governing activities.
- Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

Knowledge, Skills, and Abilities

Must possess required knowledge, skills, and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of administrative, budgetary, and managerial policies and procedures applied to permitting/inspection services, and customer service operations.
- Knowledge of budget preparation, standard general and fiscal planning, and administration policies and practices.
- Knowledge of management and supervisory principles and techniques.
- Knowledge of the principles and practices of public administration.





- Skill in directing the activities of a complex and diverse organization.
- Skill in oral and written communications.
- Skill in handling multiple tasks and priorities.
- Skill in data analysis and problem solving.
- Skill in using computers and related software applications.
- Ability to interpret, recommend, and propose revisions to state statutes and city ordinances.
- Ability to consistently, effectively, and tactfully communicate with people at many levels.
- Ability to communicate complex, technical issues in non-technical terms to the general public.
- Ability to plan strategically.
- Ability to develop and maintain effective working relationships with City employees, the public, elected officials, and boards and commissions.

THE IDEAL CANDIDATE

The Assistant Director of Customer & Employee Experience needs to be a collaborative leader who is skilled at building relationships and teams as this person will work across the City of Austin organization and with external stakeholders. The ideal candidate will have a history of customer service excellence and show appreciation for the multitude and diversity of communities, perspectives, and values that exist in Austin.

CORE COMPETENCIES

- **Communicates Effectively** – Will demonstrate the ability to convey and receive information and ideas in an open, clear, and articulate way with respect to cultural differences and others' perspectives.
- **Exercises Leadership** – Uses appropriate judgment to handle critical, problematic or a striking set of conditions with focus, ownership and accountability.
- **Thinks Strategically** – Enables others to better understand and implement the vision and strategy, while being the aligned forward thinker. Has the ability to formulate and communicate sound business strategy and implement in a clear and concise manner.
- **Culturally Competent** – Understands group differences that make us all unique; skilled at understanding and appropriately responding to any combination of cultural variables internal and external customers bring to interactions.
- **Customer Focused** – Strives to deliver high quality results and superior service that exceeds expectations while remaining mindful of the needs and perspective both of internal and external customers.
- **Decision Making** – Establishes a responsible and reliable decision-making style that is firm, fair, customer-driven, and aligned with the City of Austin and department mission, vision, and values.
- **Adaptability** – Demonstrates the ability to use different thinking strategies, considers other people's concerns, and adjusts approach with changing situations.

EDUCATION AND EXPERIENCE

Qualified candidates will have a Bachelor's degree from an accredited college or university with major course work in Business Administration, Public Administration, Urban Planning, and Engineering, or in a field related to the job, plus six (6) years of related experience in the environmental field, public or business administration, four (4) years of which were in a managerial capacity. A Master's degree may substitute for experience up to a maximum of two (2) years. A Valid Texas Class C Driver's License is required. Experience in Human Resources and Finance a plus!

COMPENSATION AND BENEFITS

The City of Austin offers a competitive salary commensurate with experience and extensive benefits including medical, dental, and vision coverage, life insurance, compensated leave, short-term disability, and retirement benefits. The City is a member of the Proportionate Retirement Program. Optional benefits include supplemental life insurance, a 457 deferred compensation plan, long-term disability plan, and a legal plan.

APPLICATION AND SELECTION PROCEDURE

To be considered for this exceptional career opportunity, please submit your resume, cover letter, a list of six work-related references (two supervisors, two direct reports and two colleagues) by Friday, November 29, 2019. Submit the requested materials to:
<https://executivesearch.cpshr.us/JobDetail?ID=576>



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Information submitted for consideration may be made available to the public in compliance with the Texas Open Records Act.

The City of Austin is committed to compliance with the American with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance, please contact 512-974-3210 or Relay Texas 7-1-1.

