



# JOB DESCRIPTION

**JOB TITLE: SENIOR DEVELOPMENT RELATIONS LIAISON**

**REFERENCE NO: 100532**

**DIVISION: DEVELOPMENT AND INFRASTRUCTURE**

**DEPARTMENT: PLANNING AND DEVELOPMENT SERVICES**

**APPROVAL DATES: BY:**  **DATE: Jul 12, 2023**  
**MANAGING DIRECTOR – DEVELOPMENT AND INFRASTRUCTURE**

**BY:**   
Karla Kochan (Jul 12, 2023 09:03 MDT) **DATE: Jul 12, 2023**  
**CHIEF HUMAN RESOURCES OFFICER**

**GENERAL DESCRIPTION:**

This professional position provides advice and guidance to internal departments and external parties regarding effective engagement, Planning and Development processes, and provides leadership in building collaborative working relationships. This position possesses expertise in customer service, collaboration, and municipal regulatory approval processes as they relate to Planning and Development. The Liaison has a strong aptitude for driving efficient processes, seeking continuity in results, and providing a high level of customer service while ensuring compliance with regulations are met. The Liaison has expertise in land use planning, land development, and development project processes and requirements related to Planning and Development. The Liaison proactively explores potential areas for customer service improvement, and routinely investigates and follows up on issues that are often controversial requiring a high level of tact and diplomacy.

**ORGANIZATIONAL RELATIONSHIPS:**

- Reports to Superintendent of Engineering.
- Maintains close working relationships with other city staff, as well as applicable external agencies including other municipalities, government departments, land developers, contractors, consultants, and the public.

**PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Assist developers to navigate the municipal regulatory processes related to land use planning and land development, with a focus on driving efficiency and continuity, making connections between issues, processes, learnings, and people.
- Proactively and promptly escalate issues, challenges, and opportunities for improvement that require more senior leaders, for direction in how to proceed.
- Builds partnerships with and provides information to a variety of stakeholders, proponents, and organizations, including officials of municipal, provincial, and federal governments, developers, applicants, citizen groups and key stakeholder groups.
- Leads, coordinates, and implements projects and initiatives including conducting assessments, surveys, and monitoring to identify further engagement and customer service improvement opportunities.
- Creates and implements reporting methods to support analysis, preparation of works plans, etc. to effectively measure customer satisfaction, success, and continued improvement.
- Provides “concierge” service to development proponents for significant developments within the City, providing regular communication to proponents and working with city staff to predict potential issues and resolve them.

- Actively seeks feedback, utilizes critical problem-solving skills, and identifies potential solutions to improve clarity and reduce any unnecessary process burden for customers and developers in moving their applications through the planning and development process.
- Works with both internal and external stakeholders to align comfort with the proposed solution. This also includes understanding the planning and development workflow software system, its external and internal software interfaces, as well as related tools, checklists, and guidance contained on the City's website.
- Formulates strategies on contentious issues pertaining to stakeholder interest and provides direction to senior management.
- Provides process assistance to stakeholders and developers using phone and email efficiencies to achieve premium customer support.
- Effects change to improve the efficiency and effectiveness in cross department discussions.
- Participates and may lead a variety of committees, meetings, and workshops regarding stakeholder issues to promote collaborative working relationships.
- Establishes goals and objectives and recommends changes and improvements to build the profile and public confidence with stakeholder communities.
- Provides policy advice and direction to the department.
- Conducts research and develops reference materials and tools to support the department and the city.

**REQUIRED COMPETENCIES:**

- Ability to integrate within a diverse team and exhibit exceptional teamwork and cooperation skills.
- Demonstrated experience building and maintaining cooperative productive relationships; effectively negotiating, consulting, and resolving conflict with internal and external stakeholders.
- Ability to identify and, as applicable, implement new strategies/approaches and process improvements.
- Demonstrated knowledge of land use planning and/or experience managing land development projects, challenges, risks, and regulatory approval processes.
- Working knowledge of the Municipal Government Act, Subdivision Regulations, Municipal Bylaws (Land Use Bylaw), Council Policies, and other applicable regulations and acts.
- Ability to anticipate the short- and long-term consequences of strategies and develop backup options to effectively manage potentially negative outcomes and broader implications.
- Keen interest and aptitude in preparing analytical documentation (diagramming, flowcharts, analysis, findings, recommendations, reports, presentations).
- Experience and understanding of government decision-making processes.
- Experience and sound knowledge in managing customer service, stakeholder relations, public involvement, consultation processes and dispute resolution processes.
- Focus on highest priorities and remaining focused.
- Able to take initiative and identify new challenges or opportunities and adapt to change.
- Promote positive image of the organization consistent with values and goals of the organization.
- Able to take personal responsibility, accountability, and follow through for addressing questions and concerns.
- Ability to manage concurrent projects with multiple, competing priorities and rigid deadlines.
- Exemplary verbal, presentation, written communications skills, and attention to detail.
- Skilled in the use of Microsoft and other current office software in a network environment and ability to adapt to the current integrated ERP system and new city wide or specific applications.
- Excellent tact and diplomacy; able to handle highly confidential information and material.

**REQUIRED QUALIFICATIONS:**

- Successful completion of a degree in planning, land economics, architecture, stakeholder relations, management, conflict resolution, public administration, communications or related from a recognized post-secondary institution.
- Seven (7) years' experience in providing advice and guidance, with proven successful results in planning and development issues and processes.
- Preference given to a degree and masters; however, consideration may be given to a complementary mix of education across degrees, certificates, and or technical diplomas.