

LAND USE & PERMITTING SUPERVISOR

General Statement of Duties

Performs moderately complex technical and administrative work in the areas of current planning and code enforcement. Facilitates the permitting, processing, and tracking of land development applications and activities. Provides customer service on behalf of the Planning and Zoning Department by assisting residents, applicants, and developers with planning, zoning, code enforcement, ordinance requirements, development review procedures, and other planning related information. Works closely with the Planning and Zoning Director.

Distinguishing Features of the Class

An employee in this class performs specialized technical and administrative work within the Town's Planning and Zoning Department. Work involves the administration and enforcement of the Town's Land Development Code and nuisance regulations. The employee exercises independent judgment and initiative in applying technical principles and land use practices in daily operations.

The employee must communicate effectively with the public, contractors, developers, and other agencies. Tact, honesty, transparency, consistency, firmness, and courtesy are essential in frequent public interactions, including those that may occur under stressful conditions. Work is performed under the regular supervision of the Planning and Zoning Director. This position is classified as nonexempt under the Fair Labor Standards Act (FLSA).

Duties and Responsibilities

Essential Duties and Task

Provides technical assistance in administration and enforcement of Town codes.

Investigates complaints and enforces the Town of Fletcher Code of Ordinances, specifically related to junk vehicles; outdoor storage; accumulation of trash, junk, and debris; and other nuisances.

Conducts regular field inspections and works with property owners and tenants to gain compliance.

Oversees the preparation, maintenance, and retention of departmental records in accordance with state records retention requirements.

Serves as the first point of contact for the general public, the development community, and applicants; assists customers with application intake, review, and processing.

Coordinates day-to-day office operations, permitting workflow, and customer service activities.

Prepares accurate Planning Board and Zoning Board of Adjustment meeting minutes and maintains official records.

Follows and maintains Town code compliance processes, procedures, and documentation.

Reviews and evaluates zoning permit applications, sign permits, zoning verification letters, and other minor administrative approvals to ensure compliance with Town code requirements such as use, size, placement, landscaping, parking ratios, and other development standards.

Issues zoning permits and assists individuals with development issues and questions in determining applicable zoning and other relevant land use laws.

Follows planning and zoning processes and procedures as described in North Carolina General Statutes and local codes.

Researches and compiles information on a variety of planning topics to assist the Planning and Zoning Director in maintaining and updating zoning and land use ordinances as needed.

Responds to questions regarding ordinances, policies and procedures, permits, and other related development information.

Prepares and maintains application materials to guide citizens and developers through the planning and permitting process and tracks development applications and projects.

Develops and maintains hard copy and digital files and records.

Coordinates and corresponds with appropriate departments, divisions, and agencies to ensure compliance with applicable regulations.

Works cooperatively with Henderson County Permits & Inspections Department regarding permitting and issuance of certificates of occupancy and compliance.

Prepares public notices for legislative and quasi-judicial land use hearings, including rezonings, variances, and special use permits.

Performs routine office tasks within the Planning & Zoning Department, including, but not limited to, data entry, file management, copying, answering telephones, and responding to emails.

Additional Job Duties

Performs other duties as assigned or required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of applicable federal, state, and local laws regarding zoning administration and enforcement.

Considerable knowledge of zoning codes and appropriate enforcement techniques.

Considerable knowledge of the principles, practices, and applicable laws regarding planning, land use, subdivisions, permitting, and plan review.

Ability to detect and coordinate the enforcement of applicable codes.

Ability to read and interpret plans, specifications, and floor plans.

Ability to communicate effectively in oral and written form and exercise interpersonal skills.

Ability to plan, organize, and carry out complex projects effectively.

Ability to establish and maintain effective working relationships with Town officials, fellow employees, developers, and the general public.

Ability to prepare clear, concise, and professional correspondence and reports related to planning and zoning.

Ability to work on several projects and issues simultaneously.

Ability to work independently or in a team environment as needed.

Ability to exercise firmness and tact in the enforcement of codes and ordinances.

Ability to use computer programs and applications, including Microsoft Office, Excel, database management applications, GIS systems and applications, and related software.

Ability to establish and maintain effective working relationships with other governmental, non-profit, and private entities relevant to the field of planning.

Physical Requirements

Must be physically able to perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, reaching, lifting, standing, walking, typing, grasping, talking, hearing, and other movements. Generally medium work exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Must possess the visual acuity to do extensive reading, use measurement devices, perform inspections, and operate a motor vehicle.

Employee will be exposed to both inside office and outside working conditions, including during periods of cold or extreme heat, and is subject to hazards associated with construction work and atmospheric conditions such as fumes, odors, dust, mists, gases, or poor ventilation, and to injury by walking on uneven grounds, high vegetation, and dilapidated structures.

Work in this position is sedentary at times.

Desirable Education and Experience

Minimum requirements include graduation from an accredited college or university with a two-year degree. A four-year degree in planning, land use, public administration, geography, or a closely related field is preferred.

Professional experience in permitting, current planning, zoning administration, code enforcement, or the enforcement of development standards is preferred. North Carolina zoning certification is also preferred. An equivalent combination of education and experience that provides the required knowledge, skills, and abilities may be considered in meeting the minimum requirements.

Special Requirements

Minimum Special Requirement: A valid North Carolina Class C driver license with a safe driving record.
Preferred Special Requirement: North Carolina Certified Zoning Official (CZO), or the ability to obtain certification within two years of employment.