



JOB DESCRIPTION

JOB TITLE: SPECIALIST – STAKEHOLDER/DEVELOPER RELATIONSHIPS

REFERENCE NO: 100532

DIVISION: STRATEGIC MANAGEMENT & ANALYSIS

DEPARTMENT: PLANNING AND DEVELOPMENT SERVICES

APPROVAL DATES: BY: Rochelle Pancoast DATE: Jul 12, 2022
MANAGING DIRECTOR – STRATEGIC MANAGEMENT AND ANALYSIS

BY: Stan Schwartzberger DATE: Jul 12, 2022
CHIEF HUMAN RESOURCES OFFICER

GENERAL DESCRIPTION:

This professional position provides advice and guidance to internal and external stakeholders regarding effective engagement and provides leadership in building collaborative working relationships with stakeholders for Planning and Development Services. The Specialist 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. The specialist possesses expertise in engagement processes as they relate to stakeholders in Planning and Development. They are responsible for programs and process/communication solutions that enhance efficient and effective delivery of planning and development services with an aim of improving customer satisfaction while ensuring regulatory compliance on matters relating to planning and development.

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:

- 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 and surveys to identify further engagement and customer service improvement opportunities, creating and implementing reporting methods to support analysis, preparation of works plans, etc.
- 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 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.
- Provides process assistance to stakeholders and developers using phone and email efficiencies to achieve premium customer support.
- Assists developers in navigating issues that are anomalous to the usual planning and development scope and may require escalation to more senior leaders for direction in how to proceed.

- Effects change to improve the efficiency and effectiveness in cross department discussions.
- Participates and may lead a variety of committees and meetings 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.
- Formulates strategies on contentious issues pertaining to stakeholder interest and provides direction to senior management.
- Provides policy advice and direction to the department.
- Conducts research and develop reference materials and tools to support the department and the city as a whole.

REQUIRED COMPETENCIES:

- 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.
- Ability to integrate within a diverse team and exhibit exceptional teamwork and cooperation skills.
- Ability to anticipate the short- and long-term consequences of strategies and develop backup options to effectively manage potentially negative outcomes.
- Extensive knowledge of planning and development issues.
- 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 remain 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 and follow through for addressing questions and concerns.
- Experience in developing, monitoring, and reporting on strategic objectives.
- Demonstrated experience in building collaborative relationships with variety of stakeholders in municipal field.
- 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, stakeholder relations, management, conflict resolution, communications or related from a recognized post-secondary institution.
- Five (5) years' experience in providing advice and guidance, with proven successful results in planning and development issues and processes.
- Masters is preferred.
- An equivalent combination of management approved experience and education may be considered.