

# Zoning Administrator / Health Officer

## Town of Wilmington, Vermont

### Classification

Exempt, Salaried.

### Salary

Negotiable

### Reports to

Town Manager

### Date

July 8, 2019

### **Job Description**

#### SUMMARY

The Zoning Administrator\* (ZA) acts as an administrative officer with statutory authority and as such “shall be nominated by the planning commission and appointed by the legislative body for a term of three years.” The Zoning Administrator / Health Officer is a Town of Wilmington Department Head, under the direction and general supervision of the Town Manager. S/he is responsible for planning, directing, managing and general oversight of all activities and operations of the Wilmington Zoning and Health Offices, fulfilling all requirements, including local, state and federal laws. The ZA is a working department head who must possess excellent office management skills, effective community relations and interpersonal abilities consistent with a positive customer service experience. The ZA/Health Officer exercises significant independent decision-making rendering decisions in a manner consistent with the Town’s land use regulations (i.e.: Zoning Regulations), enforcing land use and public health regulations. The ZA works cooperatively and collaboratively as a member of the Town Manager’s leadership team, and provides highly responsible and responsive administrative and technical support to the Town Manager, Planning Commission, Development Review Commission (a quasi-judicial commission) and Selectboard.

**The Zoning Administrator is responsible for all activities of the Zoning and Health Office, including but not limited to the following:**

#### DUTIES AND RESPONSIBILITIES

- Acts as the Town Administrative Officer pursuant to Title 24, Chapter 117.
- Provides applicants with forms required to obtain any municipal permit or municipal authorization required under Title 24 or under other laws or ordinances that relate to the municipal regulation of land development.
- Assumes full administrative and leadership responsibility for all Zoning and Health Officer services and activities, with no supervisory responsibilities; development and implementation of department goals, objectives and priorities for each assigned service area; recommends, develops, administers and enforces policies and procedures consistent with state and national standards; implements directives from the Town Manager.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates time management and resources accordingly.
  - Advise and assist applicants in understanding pertinent zoning regulations, and in identifying cost-effective and time-expedient options;

- Daily response to permit application requests in the form of answering questions and explaining required form information;
- Review all permit applications for completeness and accuracy; identify additional required application information and direct applicant as to where such information can be obtained.
- Process driveway and right-of-way permits;
- Research interaction between state and town permit requirements for permit applications and review with applicant;
- Apply town zoning ordinances and professional judgement, whether to issue permit or forward request to DRB for determination;
- Look for ways to make construction requests permitted;
- Research Permit files for pertinent information regarding new zoning permit requests.
- Assess and monitor work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
- Plans, directs and coordinates a work plan, to include the design and implementation of required Zoning and Health Logs, develop and implement appropriate programs, and write a monthly report; meets regularly with Town Manager, Planning Commission Chair and Development Review (DRB) Chair and others to identify and resolve issues or challenges.
- Attends, schedules or coordinates training to meet appropriate certifications and competencies.
- Oversees and participates in the development and administration of the Zoning, Planning and DRB budgets; manages and forecasts funds needed for equipment, materials, and supplies; approves expenditures and implements budgetary adjustments, as appropriate.
- Develops and manages grants through research, acquisition and implementation.
- Manages and documents all Zoning and Health Officer activities and submits reports in a timely fashion;
  - Create and maintain a document control system for all zoning, signs, and design control, Bianchi, zoning violations and all required permits and procedures.
  - Conduct site visits to check zoning ordinance compliance.
  - Document reasons for permit denial and/or referral to DRB.
  - Meet with permit applicants on their site to assist in determining compliance options
- Cite property owners for zoning violations where appropriate and follow-up until violation is resolved or work with Town Attorney to request a court injunction;
  - Take photographs using digital camera of various zoning and sign violations;
  - Label and properly store case related evidence;
  - Document all aspects of the violation in writing to present to municipal court or quasi-judicial hearings.
- Provides staff assistance to the Planning Commission, Development Review Board, Town Manager and Selectboard; prepares and presents reports and other necessary correspondence in a timely manner; attends meetings, as required.
  - Coordinate the work of the Planning Commission; including but not limited: providing technical/statutory/research assistance, communicating to town manager information to be shared with Selectboard and Planning Commission, and assist with timeline development for zoning amendments and rewrites.
  - Provide administrative assistance to the Planning Commission and DRB including but not limited to assisting applicants with application preparation, posting Notice of Hearings in local media, keeping minutes books up-to-date, processing FINDINGS, tracking appeal period, issuing DRB approved permits, tracking and ensuring conditions compliance.

- Send all DRB and Planning Commission special meeting notices, hearing notices, and minutes to Administrative Assistant for posting on the Town website.
- Represents the Zoning and Health Offices to other departments and organizations, elected officials, and outside agencies; coordinates assigned activities with those of other departments, outside agencies and organizations.
  - Provide Town and Environmental Court with all necessary information when applicant has appealed to court; monitor appeal's requirements to ensure town compliance.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints in a timely manner; explains Zoning and Health regulations (state and local), policies and activities; negotiates, mediates and resolves sensitive and controversial issues.
- Attends and participates in professional group meetings, and increases professional knowledge and development as the ZA and Health Officer; maintains awareness of trends and developments in the field, to include community engagement and related support services; incorporates new developments and best practices, as appropriate.
- Ensures compliance with Vermont Health Department rules and regulations; and applicable provisions of Vermont Statutes Annotated; and accepted best practices.
- As Health Officer, investigate conditions that may be a public health hazard, such as:
  - Enforce provisions of Title 18 VSA: Health by preventing, removing or destroying any public health hazard;
  - Take steps necessary to enforce all health orders;
  - Report to the Vermont Department of Health any violation or public health hazard or risk in a timely manner;
  - Investigate dog bites in a timely manner, following state law and state guide entitled, "The Big Book of Woof" a handbook on Vermont municipal dog law, published by the Vermont League of Cities and Towns;
  - Respond to reports of possible cases of rabies and supervise the quarantine of potentially rabid animals that have bitten human beings or other animals;
  - Report housing health violations to the Vermont Health Department;
  - Rental housing and Green Mountain Beach;
  - Inspect reported failed wastewater systems, in consultation with the Town's wastewater consultant (i.e.: Chief Operator);
  - When appropriate, issue health orders for the repair or replacement of such failed systems;
  - Manage and/or perform water sampling where necessary to ensure safe public drinking and public swimming waters, and issue appropriate health orders in response to public health hazards, in consultation with the wastewater consultant (Chief Operator);
  - Develop and maintain a log system to keep records on public water supplies; issue notices when inspections are needed.
- Responds to emergencies and community disasters, as needed.
- Review town rules, regulations, policies and procedures on an annual basis; ensures compliance.
- Practice and knowledge of national, state and local standards, to include local ordinances, state and federal law, VLCT resource materials, training and other best practices is essential.
- Develop and manage all record keeping activities, and ensure that reports are maintained and submitted on time (i.e.: federal, state and local); including all records necessary to meet state and federal compliance standards and audits; and meet all FOIA requests in a timely manner.

- Manages the coordination of the Vermont E-9-1-1 system, issue E-9-1-1 addresses for newly created parcels, in coordination with the Board of Listers (or Assessor) and Listers' Administrator and Vermont E-9-1-1 staff, as appropriate.
- Performs all other duties as required.

## KNOWLEDGE , ABILITIES, COMPETENCIES

### Knowledge

- Ability to develop comprehensive knowledge of Town land use regulations and the town plan
- Operations, services and activities of a comprehensive approach to town Zoning and Health.
- Advanced principles and practices of program development and administration.
- Organizational and management practices as applied to the analysis and evaluation of related data and its application to Zoning and Health policies and operational needs based on best practices.
- Recent court decisions and how they affect Zoning and Health.
- Methods and techniques of public relations.
- Pertinent federal, state and local laws, ordinances, codes and regulations.
- Principles and practices of municipal organization, administration and personnel management.
- Principles and practices of municipal budget preparation and administration.
- Collaborative approaches to problem-solving, relationship building, community engagement and leveraging available resources.
- Geography of the Town.

### Ability

- to interpret zoning regulations and explain their meaning succinctly
- to read and interpret engineering drawings, surveys, and building plans
- to plan, organize, direct and coordinate the work of staff.
- to develop and administer departmental goals, objectives, policies and procedures.
- to analyze and assess programs, policies and operational needs, and make appropriate adjustments and/or recommendations.
- to identify and respond to sensitive community and organizational issues, concerns and needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods, techniques and best practices.
- Prepare clear and concise administrative and financial reports, as needed (i.e.: Federal Construction Report, Zoning Activities Report, and other reports as required).
- Prepare and administer a small budget.
- Interpret, apply and make decisions in accordance with applicable federal, state and local policies, regulations and laws.
- Ability to investigate complaints of alleged zoning violations; enforce all violations of Town land use regulations; issue such notices and take such actions as required; prepare documentation for appeals of Zoning Administrator decisions and appear at DRB hearings or court hearings on such appeals, as necessary.
- Effectively use safety equipment.
- Meet the physical requirements necessary to safely and effectively perform as ZA and Health Officer.
- Effectively present information and respond to questions from Planning Commission, Development Review Board, Selectboard, Town Manager, groups of managers, customers, general public, etc.
- Gain cooperation through discussion and persuasion, where appropriate.
- Issue warnings, tickets or citations, as necessary.
- Mediate and resolve conflict in a timely yet thoughtful manner.

- Demonstrate tact, diplomacy and impartiality at all times.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with all persons.

#### Competencies

- Committed to the Town of Wilmington
- Committed to creating strong working relationships
- Committed to treating all persons fairly and with dignity
- Competence necessary to operate modern office equipment and computers, including applicable computer skills and software applications (word, excel, etc.)
- Encourages and fosters professional development
- Is an exemplary leader within town government and in the community at-large
- Possesses well-established personal traits that will elicit trust and respect
- Is a strong proponent of fair, equitable and inclusive community practices
- Engages in modern zoning and health strategies, driven by data and information analysis
- Encourages problem solving at all levels
- Understands and supports the relationship between zoning and economic development
- Consistently engages in ethical conduct and decision-making
- Practices stress management techniques and maintains composure at all times
- Excels in communication proficiency
- Practices strategic and innovative thinking
- Provides a strong teamwork orientation

#### Recommended Minimum Qualifications

An associate's degree or bachelor's degree from an accredited college or university is preferred, with a minimum of 2-years of zoning administrator's experience or a combination of 3-5-years of experience in building construction, zoning administration, municipal land use planning, development review and/or similar position, with evidence of continuing professional development; competence in office software (Word, Excel, database management) and GIS; excellent written and oral communication skills; ability to work well with people; ability to work independently exercising good judgement; exercise a high level of analytical skills, with the ability to accurately comprehend, interpret, process and present detailed information and data to applicants, the general public, and professionals; ability to conduct site review, land use and public health investigations and document research; a strong customer service orientation.

#### License or Certificate

Possession of a valid operator's license, with a clean record to meet travel requirements; Advanced training or certificates in field of planning, zoning and/or development review.

#### Environment

Work is performed in both a standard office setting and field setting, with some travel to various locations to attend meetings, training or to inspect property, buildings, septic systems, etc. in various stages of construction; the employee is occasionally near moving mechanical parts; exposure to outside changing weather conditions and wet or humid conditions are not unusual in field work; although limited, this work may include exposure to fumes or airborne particles, toxic or caustic chemicals, uneven terrain, dusty and dirty conditions, extreme cold, extreme heat, risk of electrical shock, risk of radiation and vibration may occur; the noise level in the work environment is usually moderate; may occasionally interact with hostile and confrontational individuals or animals; occasionally wears protective equipment, such as hardhat, reflective vest, etc.; employee can be expected to work extended hours, including evening or nighttime meetings; subject to emergency "call out" on occasion. The majority of this position is performed indoors as an office position and is in a generally hazard free environment.

#### Physical

Primary functions require sufficient physical ability and mobility for a Zoning Administrator / Health Officer:

- to work in both an office setting seated at a computer with a phone and field setting under construction;
- to visit construction sites in both light and dark, in changing outdoor conditions;
- to constantly walk, stand or sit for prolonged periods of time;
- to occasionally stoop, bend, kneel, crouch, reach and twist;
- to occasionally lift, carry, push and/or pull light to moderate amounts of weight; estimated on average 50 lbs. or more to waist height and 20 lbs. overhead; requirements include moving boxes while alone or with other assistance;
- to constantly operate office equipment requiring repetitive movement and fine coordination including use of a computer keyboard seated in front of a computer and telephone;
- to frequently operate a vehicle travelling to various locations both locally and outside of Town;
- to constantly and effectively communicate orally in-person and by telephone, electronically and in writing.

Vision

Ability to see in the normal visual range with or without correction.

Hearing

Ability to hear in the normal audio range with or without correction.

\*Called "Administrative Officer" in Vermont Statute.