

CITY OF CHATTANOOGA
Classification Specification Title: Development Ombudsman

Department: Public Works

Pay Grade: GS.11

Supervision Received From: Manager Site Development

FLSA Status: Exempt

**Supervisory Responsibility For: Construction Insp., Subdiv.
Coordinators**

Established: 6/29/07

**Revision Dates: 4/1/25;
2/7/25; 10/20/23; 1/11/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing the Infrastructure Coordinators/ Construction Inspector positions as part of the processing, documenting and acceptance of new development plans for review and permitting including inspection and final acceptance of new City infrastructure built by third party development.

In addition to supervising that personnel this position will provide dispute resolution for the division related to compliance with government codes and regulations; review, analyze and sign preliminary and final plats for acceptance; and advocate for citizens to ensure those seeking public services related to development are treated fairly. Work requires limited supervision and the use of independent judgment and discretion.

Incumbents in this classification are responsible for managing staff and the processing of new development plans for review and permitting and providing dispute resolution for the division related to compliance with government codes and regulations. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL:

The Development Ombudsman is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises lower level inspection staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.

Collaborates with a variety of internal and external staff to participate and provide input into the development and/or modification of policies and procedures.

Develops, recommends and implements automated systems to improve and simplify the development approval process.

Arbitrates solutions and issues binding decisions pertaining to the implementation and enforcement of applicable codes and regulations to resolve problems and conflicts arising during the development approval process between applicants, department staff and/or other City departments.

Collaborates with and provides technical advice to municipal officials, developers and community organizations in connection with new or potential development projects, major developments and the application of City codes.

Reviews and approves geotechnical reports regarding roadway plans for new developments. Plans are reviewed for horizontal and vertical alignment, storm drainage and sanitary sewers in conformance with the Chattanooga Subdivision Regulations.

Analyzes, reviews and signs preliminary and final plats for acceptance.

Analyzes, reviews and approves subdivision plats for roadway alignment, storm/sanitary sewers, new lots, plat changes, appropriateness of the development and other related technical areas in conformance with the Chattanooga Subdivision Regulations.

Participates in performing field inspections of applicable engineering projects.

Expedites the release of permits and out-of-sequence reviews with technical staff.

Coordinates and participates in performing field inspections of applicable engineering projects.

Coordinate and document activities and findings of inspectors from other divisions and/or departments to ensure newly acquired public infrastructure meets the City standards before acceptance.

Acts as bonding agent for City public works and private projects, including but not limited to reviewing, approving, documenting, maintaining and releasing bonds as appropriate.

Advocates for citizens to ensure those seeking public services related to development are treated fairly.

Directs and/ or attends public pre-submittal meetings regarding new subdivisions on behalf of the Division and the Citizen.

Manages private contractor projects for City acceptance. Prepares and maintains a variety of records for the division.

Attends community meetings as needed.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Associate's Degree in Civil Engineering with coursework or experience in arbitration and mediation, land surveying, public relations and cartography, and ten (10) years related development and/ or construction experience.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Must be able to obtain and hold a Special Police Commission.

TDEC Level 2 Design Principles for Erosion Prevention and Sediment Control for Construction Sites preferred.

TDEC Level 1 Fundamentals of Erosion Prevention and Sediment Control for Construction Sites preferred and must be obtained within 1 year of hire.

TDEC SCM Inspection and Maintenance Certification preferred and must be obtained within 1 year of hire.

KNOWLEDGE AND SKILLS:

Knowledge of arbitration and mediation principles and practices; land surveying principles and practices; public relations principles; cartography methods; civil engineering principles and applicable federal, state and local laws, ordinances, codes, rules, regulations, policies and procedures.

Skill in facilitating arbitration and mediation processes; mediating and resolving conflict and/or hostile situations; conducting field inspections of engineering projects; preparing maps; reading and interpreting a variety of technical plans, drawings and related documents; using a computer and related software applications; maintaining records; providing customer service; interpreting, applying and communicating applicable laws, ordinances, codes, rules, regulations, policies and procedures; communication and interpersonal skills as applied to interaction with coworkers,

supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction; review and approval of preliminary and final plats or related items.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up-to 20 pounds of force occasionally and/or up-to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to vibrations, fumes, dust and extreme temperatures.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.