

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT **(PLANNING DIVISION – DEVELOPMENT PLANNING – LOCATION – 77 JAMES ST. N., SUITE 400)**

BUSINESS FACILITATOR - DEVELOPMENT PLANNING - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager of Development Planning, under the general supervision of the Coordinator of Business Facilitation, the Business Facilitator – Development Planning will be a central contact person, a “business ambassador” to assist new and growing businesses through the development approval process. The Business Facilitator is responsible for facilitating, coordinating and providing advice on all development approvals and to recommend changes to processes to improve the City’s business environment. Functions as a ‘go to person’ for problem resolution on complex development approvals and issues. Provides back-up to Senior Development Planning staff across all Planning Teams during vacations/absences in the administration and processing of development applications.

GENERAL DUTIES

Acts as a liaison with applicants, area residents, City Departments, elected officials, provincial ministries and outside agencies to streamline and expedite the development approval process and provide a more effective business environment.

Promotes/implements effective business facilitation systems/”one-stop shopping”.

Uses knowledge and familiarity of the development planning process, staff and Departments across the organization to provide a one stop point of contact for applicants.

Organizes agendas for the Development Review Committee and liaises with applicants; continually keeps customers informed.

Provides mediation and dispute resolution services.

Public Relations Officer for Development Planning; customer satisfaction surveys; designs pamphlets, brochures explaining processes, standards, guidelines and fees.

Reviews, comments and prepares reports to Standing Committee and Council on complex development applications including Site Plans, Zoning Applications, Official Plan Amendments, Subdivision Plans, Part Lot Control and Condominiums.

Leads staff person assigned to Special, City Wide, projects established in the Divisional Work Program.

Evaluates planning and design/landscape merits of development applications; incorporates planning and municipal objectives and makes recommendations on proposed developments for action by Council.

Develops and requires conditions of approval on development applications.

Negotiates development planning requirements and conditions to settle disputes and policy interpretations.

Prepares and presents evidence at Ontario Municipal Board Hearings.

Develops documents and monitors procedures to streamline the development approvals process.

Conducts site inspections.

Receives and answers inquiries from elected officials, staff, the public, municipalities, ministries and outside agencies.

Represents the Planning and Economic Development Department at public meetings, client and inter-departmental meetings.

Interprets legislation such as the zoning by-law, official plan and The Planning Act.

Inputs, manipulates and retrieves data.

Development Planning's "Lead" on development, implementation and training for application tracking computer systems.

Assists in the preparation of annual work program.

Creates and implements research methodologies, terms of reference, and study designs for projects.

Co-ordinates studies to review and establish development standards and design criteria.

Designs and produces conceptual plans and graphic materials for presentations and inclusion in studies, design guidelines and policy documents.

Collects and compiles, analyzes and interprets data, identifies and evaluates alternatives, formulates conclusions and recommendations.

Co-ordinates and arranges meetings, prepares agendas, acts as resource person.

Trains staff and functions as a direct resource to the Manager of Development Planning on planning and development issues.

Composes correspondence.

Reviews and interprets reports and documents from other departments, consultants, outside agencies, area municipalities and provincial ministries.

Prepares by-law amendments and reviews draft by-laws.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Degree in Land Use Planning or a directly related field with a minimum of five years of professional experience in land use development, review and implementation, or extensive years of demonstrated experience and credentials in development planning/real estate matters/business approvals.
2. Conflict resolution and mediation skills.
3. Demonstrated excellence in customer service and public relations.
4. Ability to plan, assign and co-ordinate the work of subordinates in a work team environment.
5. Some supervisory experience would be desirable.

6. Knowledge of the corporate organizational structure; “who does what”.
7. A high level of skill in research, problem solving, verbal and written communications, and interpersonal relations.
8. Excellent analytical abilities with a thorough knowledge of analytical research methodologies and computerized analytical techniques.
9. Excellent writing skills.
10. Excellent interpersonal skills and ability to express ideas effectively through formal presentations.
11. Working knowledge of development application processes.
12. Experience before the Ontario Municipal Board.
13. Full membership in the Canadian Institute of Planners or Ontario Professional Planners Institute would be an asset.