



THE CITY OF
ASHEVILLE
NORTH CAROLINA

Welcome to

Asheville, North Carolina

Now hiring a Director of Development Services

Our Development Services Department

Through the provision of building and development permitting services and code enforcement (building, housing and related environmental codes), the Development Services Department is dedicated to protecting the lives, health and property within the Asheville community while supporting economic development.

The Development Services Department is committed to excellent customer service in providing assistance and regulation through review, inspection, and enforcement in building safety; planning and zoning; and stormwater, grading, and driveway of commercial and residential properties within the City limits. In Fiscal Year 2016-2017, the Department's approved budget was \$3.97 million and included 50 full time equivalent positions.

The Position

The Development Services Director, which is appointed and reports to the City Manager (with day-to-day supervision by an Assistant City Manager), performs highly technical, professional and leadership work. The position is responsible for providing leadership and direction to and support of staff in administration, customer service, plan review, inspection, enforcement in building safety, planning and zoning, and stormwater services for commercial and residential properties within the City limits.

Our Community

Asheville is a vibrant and dynamic city that is recognized for its quality of life, being a travel destination, its music and food scene, and its proximity to exciting outdoor amenities. As the county seat of Buncombe County, Asheville serves as a hub for Western North Carolina relative to manufacturing, transportation, health care, banking, professional services and shopping. Asheville is the eleventh largest city in North Carolina, with a resident population of 87,236 people comprising an area of approximately 45.2 square miles.

Nestled between the Blue Ridge and Great Smoky Mountains, Asheville's location astride the French Broad and Swannanoa Rivers has been inspiring residents for generations. The city's rich architectural legacy, with its mix of Art Deco, Beaux Arts and Neoclassical styles, is the perfect backdrop to the energy that emanates from the locally owned-shops and galleries, distinctive restaurants and exciting entertainment venues.

Asheville is home to the Biltmore Estate, an 8,500-acre estate built by George Vanderbilt and completed in 1895, as well as an assortment of historical landmarks, a municipal civic center for performances and exhibitions, museums, shops, restaurants, local breweries, and musical venues. In recognition of its status as a renowned tourist destination, Asheville was named one of 12 must-see travel destinations in the world by Frommer's travel guides.

Accolades

- Asheville topped the list of **The 12 Best Places to Retire in the U.S.** by *Condé Nast Traveler* (May 2016) and #3 among **The 30 Best Small Cities in America** and #7 among **The 2015 Friendliest Cities in the U.S.** (August 2015)
- *Travel + Leisure* featured Asheville at #11 on its list of **The Best Cities in North America.** (February 2016)
- *U.S. News & World Report* put Asheville on its round-up of the **Best Foodie Destinations in the USA.** (February 2016)
- *SmarterTravel.com* chose Asheville among its **10 Best Outdoor Towns in America.** (October 2015)
- Asheville was picked at #6 on *MusicFromTheRow.com's* list of the **Top 10 Music Cities Other Than Nashville.** (July 2015)

The City Organization

The City's executive leadership and management teams are committed to solidifying a quality-driven, forward-thinking, innovative, collaborative and team-inspired culture. The Development Services Department Director

will be a key member of the management team in contributing to these goals.

The City, committed to being an employer of choice in the region and one of the best local governments in North Carolina, is transitioning toward an organizational development value system which emphasizes high performance, continuous improvement through team-based decision making and professional development. Expected outcomes are set, progress is measured, and the definition of success is based on the achievement of the entire team.

Our City Vision and Core Values

The City of Asheville employees are committed to a high quality of service for a high quality of life for the community. They hold the following core values:

- **Continuous Improvement.** We are trained professionals who improve service delivery by balancing needs, resources and innovation.
- **Integrity.** We demonstrate character with courage, honesty and pride.
- **Diversity.** We value and respect a diverse community, workforce and ideas.
- **Safety and Welfare.** We value the safety and welfare of our employees and the citizens we serve.
- **Excellent Service.** We strive to address needs with courtesy, compassion, timeliness, efficiency and commitment.

The Ideal Candidate

The City of Asheville is looking for a talented, experienced and innovative professional driven toward customer service excellence with the knowledge and ability to effectively lead the evolution of the department and its services. The ideal candidate will be a seasoned professional with a strategic, community-oriented leadership ability and proven management skills; with the ability to facilitate the development of a strong solution based, customer service focused department.





The ideal candidate will:

- be “hands on” and excel in a team environment, collaborating with fellow directors, staff, and customers;
- understand the internal and external customer service expectations of the department, be personable and able to build relationships throughout the organization and community;
- have strong leadership and supervisory skills, including excellent communication skills with the ability to deliver a clear understanding of the unique needs of different and diverse audiences;
- have a continuous improvement mindset, reaching for effective and efficient processes to provide the best possible solution for the citizens and community;
- have organizational savvy with an expertise in managing complex policies, processes, and people-related organizational dynamics;
- have strong skills in building customer relationships and delivering customer-centric solutions both inside and outside of the organization;
- embrace a strategic mindset with an ability to see ahead to future possibilities and translating them into innovative and breakthrough strategies;
- be a results-oriented, accountable individual with a strong track record of high performance and follow through;

- drive vision and purpose to motivate others and articulate a vision in a way that motivates others to support the possibilities; and
- have a minimum of six years of progressively responsible experience in engineering, planning, construction management or public administration with a high-level of management responsibility.

Education and Experience

The City of Asheville will only consider candidates with a proven history of forming and implementing strategies that support a culture driven towards service and performance excellence. Qualified candidates will have a Bachelor’s degree in Engineering, Planning, Construction Management, Public Administration or related field from an accredited college or university. Candidates should have a minimum of six (6) years of progressively responsible related experience and at least two years of supervisory experience. Municipal experience and a Master’s degree is preferred.

Compensation

The City of Asheville is offering a competitive salary commensurate with experience and a comprehensive benefits package. Relocation assistance will also be available for a successful out-of-area candidate.