



Code: 1290

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

CLASS TITLE: MANAGER – ZONING BOARD OF APPEALS

CHARACTERISTICS OF THE CLASS

Under general supervision, manages the activities of the Department of Planning and Development's Zoning Board of Appeals section, and performs related duties as required.

ESSENTIAL DUTIES

- Assigns, supervises and monitors the work of subordinate staff responsible for the intake, case management and processing of Zoning Board applications
- Reviews Special Use, Variation and Appeal applications for completeness and adherence to zoning code ordinance provisions
- Meets with applicants to advise on the appeal process and to interpret Zoning Board rules and applicable departmental policies
- Oversees and conducts field inspections to determine compatibility of proposed use with surrounding development patterns, anticipated land use, site design and operational impact
- Makes recommendations to the Zoning Board for all Special Use applications based on department policies and existing area plans
- Prepares summaries of pending applications in order to apprise Zoning Board members of upcoming appeal cases
- Prepares Zoning Board agenda, submits public notification of upcoming hearings to newspapers, and facilitates activities of monthly meetings
- Records and compiles Zoning Board appeal decisions and posts onto the department's website
- Prepares resolutions of the Board's final decisions, including any amendments to or conditions placed on applications
- Maintains Zoning Board case files and tracks information relative to the Zoning Board's decisions

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Graduation from an accredited college or university with a Bachelor's degree in Public Administration, Urban Planning, Geography or a directly related field, plus four years of work experience in zoning administration, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *Chicago Zoning and Landscape Ordinances
- *land development practices and procedures
- *zoning classifications, principles and concepts

Moderate knowledge of:

- *personal computer operations and applicable software (e.g. Microsoft Office Suite)
- *legal terminology relating to real estate
- *building and site inspection procedures

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- JUDGEMNT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- ORGANIZE INFORMATION – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION – Be pleasant with others on the job and display a good-natured, cooperative attitude
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2016