

Position Profile

Senior Planner (Neighborhood Advocate)

What investments are we making?

- Collaborative approach to improved images of residential neighborhoods and business district including a sustainable, long-term plan. [Strategic Plan Item]
- Work with Property Owners to clean up areas of blight along Highway 10 (public and private realm). [Strategic Plan Item]
- Work with Property Owners to clean up areas of blight along Highway 47 (public and private realm). [Strategic Plan Item]
- Work with Property Owner to clean up areas of blight along Highway 5 (public and private realm). [Strategic Plan Item]
- Enhanced levels of customer service (internal, external, public, private). [Strategic Plan Item]

What service levels will be reduced without this investment?

- Standard residential plan review increased to 15 business days. [Approved Metric]
- Standard commercial/industrial plan review increased to 45 business days. [Approved Metric]
- Customer service ratings will reduce.
- The reduced service levels above have a negative impact on our economic development goals.
- Mental and physical health of employees will continue to surface (burn-out).
- In person and over-the-phone customer service coverage.
- Administration of septic system program (groundwater quality). [Secondary effect across department].
- Current levels of public engagement for standard land use applications.
- Current levels of public engagement for land use planning.

What planned activities will not be done without this investment?

- Any noticeable improvement to key corridors, nodes, residential neighborhoods, or business district beyond reactive enforcement practice.
- Any items on the Environmental Policy Board (EPB) Work Plan.
- Achievement of recycling goals set by the State of Minnesota.
- Consistent coverage for walk-up and call-in customers wanting a quick answer.
- Depth within the department for coverage due to vacations and illnesses.
- Administrative transfer of licensing function would need to be replaced (8 hours/week)

Miscellaneous Notes

- Good customer service in this department helps aides in building the tax base by authorizing projects in a timely fashion.
- This department generates revenue in addition to the General Property Tax Levy to support its operation.