

15 New Positions Report

Division Name	Fund & cost center	Job title	Job grade	Justification
GMD - Development Review Division	131-138326	Planning Manager	25	The Development Review Division has not increased FTE staffing levels in FY2015; however, as permitting application volumes continue to increase, average review times are reaching the expected delivery date. To date, application volumes in FY2015 continue to show the exponential increase of permit activity. Management has adjusted operation procedures to increase the production level of staff but has not been able to reduce the queue of permit review. The increase of workload requires a Planning Manager to effectively manage and deliver the required level of service.
GMD - Development Review Division	131-178984	Permitting Technician (2 FTE's)	13	In 2014 the Floodplain Management Section's job bank associates assisted over 2,000 property owners via telephone calls, emails, walk-ins, and in-person meetings; provided technical assistance to over 500 property owners; located over 200 elevation certificates for property owners; provided approximately 400 Letters of Determination/Preferred Risk Rate letters; provided 200 property owners information about the process to remove a structure or lot from the floodplain; and reviewed elevation certificates received by the Building Department in order to insure consistency with the requirements for flood insurance. Following adoption of the 2015 Floodplain Management Plan, the section will be conducting Board approved customer service initiatives. These initiatives will require additional staff support to fulfill and also produce additional inquiries for information from the public for the section. These initiatives are continuous and will be carried out as part of our commitment and involvement with the NFIP's Community Rating System Program.
GMD - Operations & Regulatory Management	113-138905	Manager - Financial & Operations Support	25	As part of the GMD reorganization in September 2014, the Manager - Financial & Operations Support was reclassified to the Director of Operations within the division, but the Manager position was left vacant. The span of control for the new Director doubled from under 30 FTE's to over 60 FTE's and the number of direct reports increased as additional sections (Cashiering, Business Center, CityView Team, and Training) were brought into the division. A void was created in the division with this vacancy as the Director is currently filling both the Director and Manager roles. The Manager - Financial & Operations Support is needed to effectively manage the finance and operations sections within the division, which in turn would allow the Director to more effectively lead the entire division. This Director/Manager relationship would bring GMD-North's structure in line with GMD-South.
GMD - Operations & Regulatory Management	113-138905	Applications Analyst	21	Since the Department Reorganization in September 2014, requests for changes to CityView have been increasing dramatically. With this workload, daily application support, and the start of the Electronic Plans Review implementation project, the Operations Division has utilized a job bank associate to meet this increased demand. Staff is currently working on 30 CityView change items, and has another 26 items not yet begun. The division is in need of another Full Time Applications Analyst to assist with current & future planned enhancements to CityView in addition to other applications (SmeadLink -TABFusion, Pollution Control Apps, etc.), as well as provide end-user application support.
GMD - Operations & Regulatory Management	113-138912	Licensing Compliance Officer	15	At the beginning of 2015, the Contractor Licensing section increased the number of Licensing Compliance Officers from five to six via the hiring of a Licensing Compliance job bank associate. Unlicensed contractor activity has continued to increase in Collier County for several years, and the cases brought before the Contractor Licensing Board have become more complex and lengthy, but no staffing changes have been made since the reclassification of a Customer Service Specialist to a Licensing Compliance Officer was conducted in 2010. The community would be better served by converting the job bank associate position to full time and therefore offer expanded services to uncover unlicensed activities in Collier County.
GMD - Operations & Regulatory Management	113-138935	Planner (Immokalee)	18	The Business Center Immokalee office expanded the number of days it is open from one day per week to five days per week in order to meet the increased number of building permit requests and other general questions from customers. As of April 1, 2015, a Planner, who is a current job bank associate, moved from the Business Center Horseshoe Drive office to the Immokalee office to handle planning related services. The expansion of services at the Immokalee office meets the demand that is growing from Immokalee customers and contractors from Immokalee, Ave Maria, Lehigh, and South Lee County who will not have to drive all the way to Horseshoe Drive. It would be a great benefit to the organization to convert a Planner job bank associate position, one who has already been trained and received valuable on-the-job experience, to a full time equivalent. The Planner position at the Horseshoe Drive office will be backfilled by another job bank associate.
GMD - Operations & Regulatory Management	113-138935	Planning Technician	15	The Operation Division's Business Center processes over 2,000 building permit applications per month. Volume has increased approximately 10% from November 2014 through February 2015 month over month, and another 38% monthly increase in March 2015. Current staffing levels for this function are inadequate to handle the volume and provide an adequate level of service to Business Center customers. As a result, this function has been supported by utilizing job bank associates to meet the increased levels of activity. It would be beneficial to the organization to convert one of the job bank associate positions, one who has already been trained and gained valuable on-the-job experience, to a full time equivalent.

GMD - Building Review & Inspection Division	113-138915	Manager - Building Department	TBD	<p>In 2010, the Building Division Director was eliminated due to a downturn in the economy. At that time (FY09), the total number of FTE's within this division was 129, the total number of permit applications was 20,000, and total fee revenue received was \$5.4 million. In FY15, the total number of FTE's is 113, the total number of permit applications is projected to exceed 33,000, and total fee revenue is projected to exceed \$16 million. In order to maintain established levels of service and reduce the current span of control on current supervisors, a Building Division Senior Manager is required. Currently, this position does exist in the Pay Plan so this would be filled by a new hire.</p>
GMD - Building Review & Inspection Division	113-138915	Architect	20	<p>The Structural plan review section performs over 2000 reviews per month. The volume and complexity of plans require the use of overtime and plan reviews performed by the Chief Inspector to meet the guaranteed review times. An Architect job bank associate has been performing complex structural plans reviews for the Building Review & Inspections division and has been tasked with providing technical services to the Architecture and Engineering design industry. Converting this job bank associate position to full time will help mitigate the need for overtime to perform plan reviews, allow for quicker turnaround times of more complex structural reviews, and be able to provide expert advice to the Architect and Engineering design community.</p>
GMD - Building Review & Inspection Division	113-138915	Plans Reviewer (Electrical)	19	<p>The Building Division's Electrical section reviews over 600 permits per month which includes 3 technical reviews per permit. The volume and complexity of plans require the use of overtime and plans review performed by the Chief Inspector to meet the guaranteed review times. The conversion of an Electrical plans reviewer job bank associate position to full time will mitigate the need to use overtime to perform plans reviews, absorb spikes in volume, cover for vacations, and allow for quicker turnaround times.</p>
GMD - Building Review & Inspection Division	113-138915	Plans Reviewer (Plumbing/Mechanical) - 2 FTE's	19	<p>The Building Division's Plumbing/Mechanical section currently has 3 FTE funded plan reviewer positions. Meeting the guaranteed review times has required the use of 1 full time inspector, 1 job bank associate and 30% of the Chief Inspector's time dedicated to plans review only. This section performs plans review on more than 1,325 permits per month which equals 53% of all building permits applied for each month. The conversion of two Plumbing/Mechanical reviewer job bank associate positions will help mitigate the need to use overtime to perform plans reviews, allow for quicker turnaround, absorb spikes in volume, and cover for vacations.</p>
GMD - Building Review & Inspection Division	113-138915	"Senior" Inspector (Multiple Licenses) - 2 FTE's	TBD	<p>The "Senior" Inspector is a new position that would offer a higher level of service to the industry by allowing multi-licensed, multi-disciplined inspectors to handle inspections across multiple trades. This would be a new concept to the Building Division as most building inspectors traditionally hold only one license in a specific trade. There are currently many building inspector job bank associates on hand to meet elevated demand, and there is also a contracted vendor used to augment staff during further spikes. Having building inspectors hold multiple licenses as Senior Inspectors would make them more valuable to the organization and cost savings would be achieved by reducing the number of temporary inspectors needed during peak periods.</p>