

UTILITIES DEVELOPMENT COORDINATOR

Purpose and Nature of Work

The position in this class serves as the primary point of contact between the Utilities Department and LCG Departments, developers, builders, and external stakeholders involved in new construction or redevelopment projects. Position plays a critical role in coordinating across electric, water, and wastewater services to streamline development processes, resolving unique and complex service-related challenges, supporting continuous improvement of internal procedures, proactively fostering collaboration, reducing delays, and promoting customer satisfaction while ensuring regulatory compliance and operational efficiency. The position reports to the Engineering and Power Supply Manager and has no supervisory responsibility.

Illustrative Examples of Work (Note: These examples are intended only to illustrate the various types of work performed by the incumbent in this class. All of the duties performed by the incumbent may not be listed.)

Serves as the primary liaison between the Utilities Department and LCG Departments, developers, contractors, engineers, and other external parties throughout all phases of development projects. Facilitates and participates in pre-application and pre-construction meetings to identify project needs and utility requirements. Interprets and communicates utility standards, policies, and connection requirements to stakeholders in a clear and consistent manner. Identifies and resolves complex or non-standard service issues that arise during planning, design, permitting, or construction.

Coordinates with internal departments (e.g., engineering, field operations, customer service) to ensure timely responses and agreeable solutions. Escalates systemic or policy-related issues to leadership and provide recommendations for resolution. Evaluates and recommends improvements to internal workflows, processes, and service delivery standards. Prepares regular updates and presentations for management on opportunities for improvement.

Performs related work as required.

Necessary Knowledge, Abilities and Skills

Strong knowledge of utility infrastructure, permitting, and development processes.

Excellent communication and interpersonal skills, with the ability to build positive relationships across departments and with external stakeholders.

Strong analytical and problem-solving skills, including the ability to navigate complex and ambiguous issues.

Familiarity with relevant codes, regulations, and industry standards.

Proficiency in Microsoft Office Suite; experience with GIS, work order systems, and permitting or development review software is a plus.

Ability to communicate clearly, verbally or in writing.

Ability to form and maintain effective working relationships with all stakeholder, customers, elected officials and general public.

Desirable Training and Experience

Graduation from four-year college or university with courses in mathematics, engineering, industrial technology, public administration, urban planning, construction management, or related fields.

Substantial experience in utility coordination, project management, or development services.

Experience with electric, water, and/or wastewater utilities preferred.