



The City Of Glendale, Arizona

**Is Seeking A
Customer Service
Oriented Professional
To Serve As**

**Code
Compliance
Director**





THE COMMUNITY

Located on the Western edge of the Phoenix metropolitan area, Glendale is a culturally diverse community with approximately 250,000 residents. Glendale is also an exciting sports, shopping and entertainment destination, famous for its well-preserved charm.

This captivating city is in the national spotlight for both its famed Historic Downtown shopping district and its exciting, brand-new, professional sports and entertainment district. Although the areas are a contrast in offerings, they're a testament to Glendale's mastered balance of progress and preservation. Historic Downtown Glendale incorporates two distinct neighborhoods that are home to more than 90 specialty and antique shops. Although the area was named one of the 10 best places to go antiquing nationally by both USA Today and Sunset Magazine, the area still feels like a secret only you've discovered.

Glendale is also home to several one-of-a-kind museums featuring beads, sports paraphernalia and historic ranches preserved as city parks. The City is a playground for the outdoor and athletic enthusiast. Thunderbird Conservation Park

hugs the northern edge of the community and welcomes hikers and bikers of all abilities. Views from the top include beautiful Arrowhead Ranch, a community of homes, parks and lakes as well as one of

the wealthiest zip codes in the state.

Glendale is also famous for its concerts and celebrations. The Glendale Glitters annual holiday light display casts a glow from the City from the day after Thanksgiving through mid-January with more than a million multicolored lights creating a sparkling canopy in Historic Murphy Park and lining the avenues of Historic Downtown.

The desirable climate in Glendale has made the outdoors a year-round way of life for its residents. Recreational opportunities are abundant. The City is now home to the NHL's Coyotes and the NFL's Cardinals sports franchises as well as the Tostitos Fiesta Bowl.

Glendale hosted Super Bowl XLII this past January.

In summary, this beautiful and charming city offers an excellent quality of life. Glendale is a great place to live and raise a

family. It is home to some of the best public elementary, middle and high schools in Arizona. Residents also have access to award-winning libraries and institutions of higher education including Arizona State University West, Midwestern University, and the top-ranked international business school, Thunderbird – the Garvin School of International Management.

CITY GOVERNMENT

The City of Glendale is a full-service municipality that operates under the Council/Manager form of government in accordance with its charter. Legislative authority is vested in a seven member City Council consisting of a Mayor elected at large and six Council members elected by a system based on geographic districts. While the Mayor and Council are responsible for setting overall policy and goals, the City Manager oversees the day-to-day operation of the City.

The City of Glendale's workforce is comprised of over 2,000 dedicated employees. City employees selected a mission statement that reflects "A partnership of employees and community working together to create a better quality of life for Glendale." Seven Core





Competencies support the organization's strategic direction and include:

- Customer Service
- Decision Making
- Futuristic Thinking
- Political Savvy
- Teamwork
- Creativity/Innovation
- Continuous Learning
- Communication

THE POSITION

The Code Compliance Director oversees the Code Compliance Department, which is responsible for ensuring compliance with city codes and ordinances that promote public health and safety, eliminate conditions that contribute to blight and deterioration, and preserve the quality of life in neighborhoods. Code Compliance has primary enforcement responsibility for numerous city codes, but also works in partnership with various departments to ensure both residents and businesses are in compliance with city code regulations.

Mission Statement

To maintain established community standards that preserve and promote the health, safety and living environment of the community and neighborhoods.

The City of Glendale embraces the philosophy of providing customer service in a regulatory environment. As such, candidates who possess a customer service orientation will be favorably considered. In an effort to increase public awareness of established community standards, Code Compliance staff actively work with citizens and neighborhood groups to provide public education on city requirements.

Interesting Department Fact:

Through the "Let's Dump It" component of the Neighborhood Focus Program, large roll-off trash containers are made available to neighborhoods for organized cleanups. These voluntary cleanups engage area residents in improving their neighborhoods by eliminating potential safety hazards and other city code violations. Through this cooperative effort 135 tons of trash and debris were removed in an eight month period.

Department goals for FY 2008 include:

- Maintain an increased level of code compliance within residential neighborhoods.
- To protect mature residential neighborhoods from the negative impact of blight and deterioration.

The Code Compliance Director reports to the Deputy City Manager-Community Services. Department resources include a staff of 21.5 FTE and a \$1.68 million budget.

THE IDEAL CANDIDATE

The City of Glendale is seeking a community-oriented leader with exceptional leadership, interpersonal and management skills to become its new Code Compliance Director. Candidates should be innovative managers who blend the best aspects of leadership, technical proficiency, and commitment to creative problem solving. The ideal candidate will demonstrate a strong customer service orientation embracing the City's philosophy of providing customer service in a regulatory environment.

Specific requirements include the following:

Education and Experience

A Bachelor's degree in Business or Public Administration or a related field and five years experience in the management of code or zoning related interpretation or application programs, including three years of supervisory experience required; Master's degree preferred. Experience working in the code compliance profession is preferred.

In addition to the requirements stated above, the ideal candidate will possess the following additional characteristics, competencies and style:

- Ability to establish and maintain effective working relationships with the public (including neighborhood groups), city officials, department employees, and other city departments
- Budget management experience
- Ability to research, analyze, identify alternatives, and implement recommendations
- Knowledge of code and zoning ordinance interpretation and application

- Able to connect the value of code compliance efforts to neighborhood preservation efforts
- Experienced working with elected and appointed officials, and officials in the judicial system
- Outstanding communicator, both written and oral; comfortable/effective presenter
- Experienced in community outreach programs/community relations
- Politically astute yet apolitical
- Customer service orientation; able to instill a customer service approach in departmental staff
- Strong leadership skills; inspires confidence in citizens, elected/appointed officials and employees
- Maintains a positive “can do” attitude
- Big picture thinker

COMPENSATION AND BENEFITS

The salary range for the position is **\$77,700 - \$124,319** with placement in the range commensurate with



the successful candidate’s experience and qualifications. The City also provides an excellent benefit package including the following:

- 11.5 holidays annually
- Vacation leave
- Medical leave
- Choice of two (2) medical insurance plans
- Choice of two (2) dental insurance plans
- Flexible reimbursement accounts
- Long and short-term disability insurance
- Paid life insurance equivalent to annual salary
- Arizona State Retirement System
- Voluntary 457 Deferred Compensation Plans
- Education assistance
- Relocation assistance

APPLICATION AND SELECTION PROCESS

The final filing date is Friday, August 1, 2008. To be considered for this position, please submit a cover letter with current salary, resume (including start and end dates of positions held, and size of budgets managed), and a list of four work-related references to:



Stuart Satow
 CPS EXECUTIVE SEARCH
 241 Lathrop Way
 Sacramento, CA 95815
 Phone 916 263-1401
 Fax 916 561-7205
 Email: resumes@cps.ca.gov
 Website: www.cps.ca.gov/search

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates with relevant qualifications will be given preliminary interviews by the consultant in mid-August. Candidates deemed qualified will be reported to the City. A final interview process will then be scheduled for selected candidates in early September.

To learn more about the City of Glendale, please visit the City Home Page at www.glendaleaz.com.