



Department of Neighborhood Services

Jezamil Arroyo Vega
Commissioner

Michael Mazmanian
Deputy Commissioner

September 19, 2025

Kristin Urban
Director, Employee Relations
City Hall, Room 706

Subject: Exempt Status for Permit and Development Center Manager

Director Urban:

The Department of Neighborhood Services respectfully requests the re-exemption of the position of Permit and Development Center Manager (10X).

The Permit and Development Center Manager, along with the Building Construction Inspection Division Manager, also exempt, reports directly to the Deputy Commissioner. This position routinely requires confidentiality, discretion and judgement with sensitive matters related to departmental activities, budget development and implementation, and HR issues.

There is an expectation that this individual understands and supports the mission, goals, and values of the department and administration, while working with a high degree of responsibility and independence.

We appreciate your consideration of this request. If you need any further information please contact our Human Resources Administrator, Sha'Nese Burnell Jones at 286-2563. A copy of this job description is attached for your review.

Respectfully,

Jezamil Arroyo Vega
Commissioner



JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 07/24/2025		2. Present Incumbent: VACANT		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> If YES, indicate Underfill Title in box 10.	
3. Date Filled:		4. Previous Incumbent: Matthew Hansen			
5. Department: Neighborhood Services, Dept. of		Bureau: Division: Development Center		Unit: Section: Development Center	
6. Work Location: 809 N Broadway		Telephone: (414) 286-2565 Email:		Work Schedule: Hours: 8am – 4:45pm / Days: M - F	
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: General City Management If in District Council 48, which local?		9. FLSA Status (check one): <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	
10. Official Title: Permit and Development Center Manager		Pay Range 10X		Job Code 5325	
Underfill Title (if applicable):					
Requested Title (if applicable):					
Recommended Title (DER Use Only):		Approved by: Date:			

11. BASIC FUNCTION OF POSITION:

Under direction of the DNS Trades Operations Director, directs all administrative and operational functions associated with the plan review and permit process including business planning, process improvement, and performance measurement. Responsible for planning, developing, evaluating, implementing, and monitoring all technical and administrative policies and procedures of the development/permit center including the implementation and achievement of its goals and objectives, staff supervision, and budgetary activities.

12. DESCRIPTION OF JOB (Check if description applies to Official Title ☐ or Underfill Title ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
50	Develop, plan, organize, direct, supervise and evaluate activities of the Permit & Development Center including plan reviews, interpretation and application of zoning/building codes, new business development, redevelopment, and permit and approval requirements. Monitors and manages work flow in the development center, work loads of plan review staff, and makes operational changes in response to changes in volume.
30	Working under the direction of the DNS Trades Operations Director, makes strategic decisions to help the department operate more efficiently. Analyzes current or potential department operations and recommends appropriate courses of action. Develops, implements, and maintains customer service processes, communication, and procedures.
15	Directly supervises the work of the Permit & Development Center Operations Manager who manages the Technical, Permit Tech and Office Assistant positions overseeing projects. Assists the Operations Manager with strategic decisions, management, implementation and modification of the Land Management System and EPR system, ensuring timely and quality activities for the benefit of the section, division, department, City and community.
5	Other duties as assigned.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
25	DNS representative for issues related to flood plain management, review, and permitting.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	PERIPHERAL DUTY
75	<ul style="list-style-type: none"> Serves on the State Building Code Variance Committee

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Deputy Commissioner – Building Inspection

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

This position requires a minimum amount of supervision and is expected to function with a high degree of independence. The Commissioner may directly assign work projects and oversees outcomes.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **26**.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work
b. Outline methods	f. Make hiring recommendations
c. Direct work in progress	g. Prepare performance appraisals
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such

Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
1	Permit Desk Supervisor	a-h
2	Mechanical Plan Examiner	a-h
3	Plan Examiner Specialists	a-h
10	Plan Examiner II/III	a-h
7	Program Assistant II	a-h
2	Office Assistant III	a-h
1	Operations Manager – Development Center	a-h

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Bachelor's degree in planning, architecture, engineering, law or related field, or
Five years of experience in project management or supervision in such areas as architecture, engineering, construction, urban planning, plan examination, zoning administration or economic development.

ii. Knowledge, Skills and Abilities:

Knowledge of the principles and practices of public administration.
Preferred: licensed architect or professional engineer
Extensive knowledge of applicable building and life safety codes, construction methods and materials, and construction documents.
Extensive knowledge of building engineering principles, methods, and document review.
General knowledge of supervisory techniques and practices.
Skill in short term and strategic planning.
Skill in analyzing and interpreting data and other information to reach conclusions and make decisions.
Strong orientation to customer service.
Ability to work effectively under pressure and to handle multiple tasks.

iii. Certifications, Licenses, Registrations:

Valid drivers license.
Wisconsin Commercial Building Inspector, UDC Construction and UDC HVAC Certifications

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

***Applicants not possessing the required certifications/licenses will be considered for employment, but must be able to obtain them within one year of their hire date.
Registration as an architect or engineer within the State of Wisconsin is desirable.

iv. Other Requirements:

This position requires the ability to facilitate and promote individual staff accomplishments toward organizational objectives including shared responsibility, teamwork and acceptance of change. In addition, it requires an ability to establish and maintain an effective working relationship with co-workers, elected officials, city departments, local developers, builders, contractors and the public.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

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<input checked="" type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** _____%

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

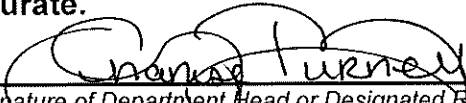
<input checked="" type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input checked="" type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)

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<input type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Hand tools <i>(please list)</i> :	
<input type="checkbox"/> Office Machines <i>(check all that apply)</i> : <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input checked="" type="checkbox"/> Cash register	
<input type="checkbox"/> Other <i>(please list)</i> :	

L. **SUPPLEMENTARY INFORMATION:** (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristic that contribute to an individual's ability to perform well in the job, and any other special considerations.)

M. I believe that the statements made above in describing this job are complete and accurate.



 Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.



Department of Employee Relations

Cavalier Johnson
Mayor

Vacant
Director

Kristin Hennessy Urban
Special Deputy Director

Molly King
Employee Benefits Director

Nicole M. Fleck
Labor Negotiator

TO: Board of City Service Commissioners

FROM: Kristin Hennessy Urban
Special Deputy Director

DATE: September 19, 2025

RE: Request from the Department of Neighborhood Services to **re-exempt** the position of Permit and Development Center Manager

<u>Position Title</u>	<u># of Positions</u>	<u>Pay Range</u>
Permit and Development Center Manager	1	1 OX (153,336 - \$ 164,445.58)

Please find attached a request from DNS Commissioner Arroyo Vega to **re-exempt** the position of Permit and Development Center Manager, along with a job description for the position.

The Permit and Development Center Manager is a key position within the senior leadership team in the DNS, as the incumbent is responsible for providing direction and management for all Permit and Development Center activities, including those associated with economic development within the City of Milwaukee. The incumbent must be highly accountable to the Commissioner, the Mayor and the Common Council in ensuring the prompt and equitable processing of permits, plan review and interpretation, the application of zoning/building codes and the review of new business development and redevelopment. The critical nature of this leadership function necessitates filling the position promptly to minimize the impact on economic development within the City of Milwaukee.

For the reasons above, I recommend that the request to re-exempt the position of Permit and Development Center Manager be approved.

Please contact me at 414-286-8643 if you have any additional questions.