



AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER  
 The City of Stamford is an equal opportunity/affirmative action employer  
 and strongly encourages the applications of women, minorities, and persons with disabilities

**OPEN COMPETITIVE EXAMINATION No. 24- 26**  
**Office Supervisor – Land Use**  
**Salary Range: \$86,597 - \$111,588/ Annually**

**DUTIES:** Under the direction of the Land Use Bureau Chief or designee, manages the administrative functions of the Land Use Bureau, including but not limited to the supervision, organization and coordination of assigned office operations, procedures, and resources to ensure organizational effectiveness and efficiency. Coordinates, plans, and directs services that support the running of the Land Use Bureau and Land Use Boards. Manages department databases, prepares departmental performance reports, analyzes department operational data, develops policies and procedures regarding data retention. Assists with implementation of software related to application filing and permit issuance, data collection and retention and other technology initiatives. Performs related work as required.

**MINIMUM QUALIFICATION REQUIREMENTS:** Graduation from an accredited college or university with a Bachelor ’s degree in Business Administration or a closely related field and five (5) years of progressively responsible experience in administrative management or other relevant field which includes at least two (2) years of supervisory experience OR an equivalent combination of training, education, and experience.

**SCOPE OF EXAMINATION:** There will be no written examination. Candidates will be evaluated based on education, Knowledge & Experience.

**APPLICATION PROCESS:** Interested candidates should submit a completed City of Stamford Employment Application and Supplement “24-26” to [hrrecruiting@stamfordct.gov](mailto:hrrecruiting@stamfordct.gov) or mailed to 888 Washington Boulevard, Stamford, Connecticut 06904. Applications can be obtained at [www.stamfordct.gov](http://www.stamfordct.gov). This position is open until filled.

**PLEASE NOTE:** All applications **MUST BE COMPLETELY FILLED OUT**, even if submitting a resume, including but not limited to: (1) Position applying for (2) Employment history including dates (month & year) and reasons for leaving a position (“**See Attached Resume” is not acceptable**) **Applications with missing information will be considered incomplete and will not be processed.** Applications of candidates who do not meet the stated position requirements will not be considered.

*The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act and its Amendments (ADA/ADAAA). If you need accommodation in the application or testing process, please contact the Human Resources Division.*

**Issued: 05/31/2024**

**EMPLOYMENT BENEFITS:**

- Health Plan and Hospitalization
- Paid Vacations and Holidays
- Retirement Plan
- Group Life Insurance
- Sick Leave

**VETERAN’S PREFERENCE:**

Preferential Points may be given to Eligible Veterans. Check with the Department of Human Resources.

Applications are obtained from and submitted to  
**DEPARTMENT OF HUMAN RESOURCES**  
 CITY OF STAMFORD  
 888 WASHINGTON BOULEVARD  
 STAMFORD, CONNECTICUT 06904  
 TELEPHONE (203) 977-4070  
[www.stamfordct.gov](http://www.stamfordct.gov)

**General Conditions for Job Announcements and Civil Service Information can be viewed at**  
[www.stamfordct.gov](http://www.stamfordct.gov)

**CHANGE OF ADDRESS:**

**It is your responsibility to notify the Department of Human Resources of any Change of Address on your application**

**PERSONNEL COMMISSION**

- Marc Teichman
- Stuart Adelberg
- Lynn Arnow
- Elizabeth Main
- Jaelyn Williams

## City of Stamford

<b>CLASS SPECIFICATION</b>
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**Job Title: OFFICE SUPERVISOR -LAND USE**

**Supervision Received:** Under the general supervision of a supervisor.

**Supervision Exercised:** Supervises office, administrative and customer service employees.

**GENERAL SUMMARY OF DUTIES:**

Under the direction of the Land Use Bureau Chief or designee, manages the administrative functions of the Land Use Bureau, including but not limited to the supervision, organization and coordination of assigned office operations, procedures and resources to ensure organizational effectiveness and efficiency. Coordinates, plans, and directs services that support the running of the Land Use Bureau and Land Use Boards. Manages department databases, prepares departmental performance reports, analyzes department operational data, develops policies and procedures regarding data retention. Assists with implementation of software related to application filing and permit issuance, data collection and retention and other technology initiatives. Performs related work as required.

**EXAMPLES OF WORK (Illustrative Only):**

- Supervises the work of office, administrative, and customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors, or problems.
- Resolves and document customer complaints and answer customers' questions regarding policies and procedures.
- Provides employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Reviews and studies actual and potential customer and administrative problems and develops appropriate solutions.
- Performs research, FOIA and other information requests (e.g., search and gather files such as plans, permits, Certificates of Approval for specific properties and prepares Zoning Conformance letters.
- Assists in the review of Land Use applications for completeness; confirm application is filed properly and includes all required documentation and fee payments; liaise with other departments, Land Use and other Boards or Commission on behalf of customers.
- Supervises the creation of legal notices and other legal requirements and timely

posting of such notices for Land Use Boards and other Boards and Commissions in accordance with legal requirements.

- Attends Land Use Board and other Board or Commission meetings, as required.
- Provides and distributes information and documentation to Land Use Boards related to all matters before the Boards.
- Maintains the department's files in accordance with all legal requirements.
- Configures and manages all Land Use Bureau forms/record types within the appropriate permitting software.
- Organizes workflows off-line and online and manages ongoing edits to software; creates test applications to continually review the online application process; make adjustments to improve the customer experience and manage user access and permissions.
- Compiles application and permitting data, verifies its accuracy, conducts analysis and presents the information to department and City leadership to enable sound operational and business decisions.
- Works with management to implement new software, as applicable, for data retention, and performance metrics.
- Acts as a liaison between the Land Use Bureau, other City departments, Land Use Boards, other Boards and Commissions, and the public.
- Maintains records and reports for all matters of a sensitive and confidential nature as requested.
- Trains or instructs employees in job duties or City policies or arrange for training to be provided.
- Creates Standard Operating Procedures and other guidance documents, including training videos for both employees and customers for navigating office and board procedures, permitting and other relevant software.
- Serves as the technical go-to person for Land Use Bureau staff as well as all departments, boards and commissions aligned to the various Land Use processes.
- Accurately monitors and manages the Department's A/P, A/R, expense approvals, time keeping, payroll and provide financial reporting to the Land Use Bureau Chief.
- Maintains system of controls to provide running record of budget accounts for the Department; prepares and/or reviews purchase requisitions and orders for approval by the Land Use Bureau Chief or designee.
- Assists the Land Use Bureau Chief with personnel matters such as the administration and processing of Departmental payroll for approval, sick leave, disciplinary actions, leave of absence, workers' compensation, recruitment, termination of employment, etc. Partners with the Human Resources Department in handling of personnel matters, which may be confidential in nature.
- Assists in the formulation, preparation, and control of the Department budget; develops estimates and justifications ensuring that funds are used in accordance with the operating budget and capital budget guidelines.
- Coordinates schedules, appointments, and meetings for the Land Use Bureau Chief.
- Plans and implements office systems, layout and equipment procurement.
- Maintains and replenishes inventory and supplies; verifies proof of receipt of materials and/or services.

- Manages the office upkeep, appearance.
- Manages internal meetings and records meeting notes.
- Works on and manages special projects as assigned by the Land Use Bureau Chief.
- Assists with the issuance of RFPs and RFQs and the administration and accounting of contracts with consultants and liaise with the City's Purchasing Department.
- Helps with the management and administration of grants.
- Performs related work as required and assigned.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:**

- Thorough knowledge of the principles and practices of organization, office management, personnel, and financial administration.
- Thorough knowledge of notice and procedural requirements for Land Use and other Boards and Commissions.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of office practices, procedures, systems and equipment.
- General understanding of the City of Stamford Zoning and other land use regulations.
- Proficient in MS Office (Word, Excel, Access, PowerPoint, Outlook).
- Knowledge of other computer programs and systems utilized by the Department and the City, for permitting, accounting, etc.
- Ability to utilize various software and databases to process, compile, organize and/or record data.
- Working knowledge of time keeping and payroll systems.
- Ability to prepare reports in varied complexity, both narrative and budgetary.
- Thorough knowledge of budgetary practices and procedures.
- Ability to read and interpret complex written material.
- Ability to plan, direct, and supervise the work of others.
- Ability to communicate effectively, both orally and in writing, in a professional courteous and tactful manner with the general public, elected and appointed boards and officials and to work harmoniously with other employees.
- Ability to demonstrate the following: excellent interpersonal skills, team building skills, decision-making skills, attention to detail and high level of accuracy and effective organizational skills.

**MINIMUM REQUIREMENTS:** Graduation from an accredited college or university with a Bachelor's degree in Business Administration or a closely related field and five (5) years of progressively responsible experience in administrative management or other relevant field which includes at least two (2) years of supervisory experience OR an equivalent combination of training, education and experience.



## RECORD OF EDUCATION

<i>TYPE OF SCHOOL</i>	<i>NAME OF SCHOOL AND CITY/STATE</i>	<i>DATES ATTENDED</i>	<i>COURSE OF STUDY (Major/Minor)</i>	<i>GRADUATED (Yes/No)</i>	<i>DEGREE, DIPLOMA, G.E.D., AND CERTIFICATE OR CREDITS COMPLETED</i>
<i>HIGH SCHOOL</i>					
<i>COLLEGE OR UNIVERSITY</i>					
<i>COLLEGE OR UNIVERSITY</i>					
<i>COLLEGE OR UNIVERSITY</i>					

**Other Training/Certifications (special courses, work training programs, armed forces training) related to the job for which you are applying. Give name and location where training was given, dates attended, subject to training, number of hours weekly and other details.**

**Summarize any other Special skills or Abilities relating to the job you are applying for, such as licenses, machines you operate, languages you speak, read and write well, computer skills and any other special abilities or knowledge.**

## EMPLOYMENT HISTORY

List below ALL present and past employment. **BEGIN WITH YOUR MOST RECENT EMPLOYMENT AND WORK BACKWARDS CONSECUTIVELY.** Applicants may be required to furnish satisfactory proof of employment history claimed. Use additional pages if necessary. Resumes may be included with a **completed application**.

Name of Employer \_\_\_\_\_ Dates of Employment \_\_\_\_\_

**From/To**

Employer Address \_\_\_\_\_ #of hour per week \_\_\_\_\_

Your most recent position (Title) \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ Reason for leaving \_\_\_\_\_

Describe your duties: (please provide detail sufficient for the examiner to determine if you meet the requirements of the job for which you are applying).

Name of Employer \_\_\_\_\_ Dates of Employment \_\_\_\_\_

**From/To**

Employer Address \_\_\_\_\_ #of hour per week \_\_\_\_\_

Your most recent position (Title) \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ Reason for leaving \_\_\_\_\_

Describe your duties: (please provide detail sufficient for the examiner to determine if you meet the requirements of the job for which you are applying).

Name of Employer \_\_\_\_\_ Dates of Employment \_\_\_\_\_  
**From/To**

Employer Address \_\_\_\_\_ #of hour per week \_\_\_\_\_

Your most recent position (Title) \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ Reason for leaving \_\_\_\_\_

Describe your duties: (please provide detail sufficient for the examiner to determine if you meet the requirements of the job for which you are applying).

Name of Employer \_\_\_\_\_ Dates of Employment \_\_\_\_\_  
**From/To**

Employer Address \_\_\_\_\_ #of hour per week \_\_\_\_\_

Your most recent position (Title) \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ Reason for leaving \_\_\_\_\_

Describe your duties: (please provide detail sufficient for the examiner to determine if you meet the requirements of the job for which you are applying).

Do you have any objections to the Human Resources Division verifying your work experience and/or educational qualifications?

- A. Your former employer?  Yes  No
- B. Your present employer?  Yes  No

I hereby authorize the City of Stamford to verify my work experience and/or educational qualifications.

Applicant's Signature \_\_\_\_\_



## COMMENTS

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**ADA ACCOMMODATIONS IN TESTING:** The City of Stamford provides reasonable accommodations for individuals with a disability during the application, examination, interview, and employment. If you need reasonable accommodation, check the box below and attach a written description of the accommodation sought. Medical documentation may be required.

I require accommodation as outlined in the attachment.

**RELIGIOUS ACCOMMODATION:** Most written tests are held on Saturdays. If you cannot take the test on the announced test day due to a conflict with a religious observation or practice, check the box below and submit attach an Accommodation request by the Last Date to File.

I cannot be tested on the scheduled examination date due to a conflict with a religious observance or practice.

**OTHER ACCOMMODATIONS NEEDED:** If you require accommodation for reasons other than religious or disability, check the box below and attach a written description of the accommodation sought.

I require special accommodation to take this examination.

\* Documentation may be requested to support accommodation requests\*

## PRE-EMPLOYMENT STATEMENT (Read Carefully)

I certify that all statements made on or in connection with this application are true, complete, and correct to the best of my knowledge and belief. I understand that incomplete, false, inaccurate, or misleading information given in my application, interview(s) or during the course of my employment may result in the rejection of this application; withdrawal of a job offer; or discipline, up to and including termination of employment. Further, false information provided, whether willingly or accidental, may result in my immediate dismissal if employed, whenever the omission or falsehood is discovered.

I understand that this application is not a contract of employment nor is it a guarantee or indication of employment. I also understand that should I be granted an interview, the representations that may be made at the interview are not to be construed as creating any obligation, promise or contract on behalf of the City. Should I be employed by the City, in consideration of my employment, I agree to conform to the rules and policies of the City of Stamford, as they may from time to time be implemented or revised. Identification and verification of eligibility to work in the United States must be satisfied for employment.

I further understand that in consideration for employment, an investigative background report may be prepared at the request of the City of Stamford by an independent party, whereby information may be obtained from my employers (present or former), educational institutions, all branches of the U.S. Military service, and public records maintained by government agencies or others, including but not limited to criminal conviction reports, credit reports, etc. I authorize the City of Stamford and its designated representative(s) to perform this investigation, and further authorize present and former employers, references and other persons to provide information for the investigation. I also authorize the City of Stamford to receive criminal conviction records pertaining to me which may be in the files of any criminal justice agency.

I understand that acceptance for employment shall depend on satisfactory replies from my references and other background checks. In the event I receive a job offer, I also understand that I will be subject to a drug test and medical examination that I must pass before I commence work.

I have read, understood, and agree to the foregoing. I hereby authorize the City of Stamford to verify my work experience and/or qualifications

Applicant's Signature \_\_\_\_\_

# APPLICANT DISCLOSURE FORM

## CANDIDATE INFORMATION

It is the policy of the City of Stamford to recruit, hire and promote qualified people in all job classification regardless of age, race, sex, color, religion, national origin, marital status, veteran status or disability unless they are bona-fide occupational qualifications.

The following information is needed for compliance with governmental report requirements. While completion of this section is voluntary, we strongly urge that all applicants complete this as part of the pre-employment process. Applicants so choosing, may identify on the form that have chosen not to provide the City of Stamford with the requested information by checking the appropriate box in section four. This information will not affect in any way your employment opportunities.

## GENERAL INFORMATION

Your Name \_\_\_\_\_ Date \_\_\_\_\_

Social Security Number (Last 6 digits) XXX \_\_\_\_\_

## STATISTICAL INFORMATION

Race/Ethnic Identification (Please check one)	
American Indian or Alaska Native <input type="checkbox"/>	All persons having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment.
Asian <input type="checkbox"/>	All persons having origins in any of the original peoples of Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
Black or African American <input type="checkbox"/>	(Not Hispanic or Latino origin). All persons having origins in any of the black racial groups of Africa.
Hispanic or Latino <input type="checkbox"/>	<input type="checkbox"/> All persons of Cuban, Mexican, Puerto Rican, Central or South America, or other Spanish culture or origin, regardless of race.
Native Hawaiian or Other Pacific Islander <input type="checkbox"/>	All persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or Pacific Islands.
White <input type="checkbox"/>	(Not Hispanic or Latino origin). All persons having origins in any of the original peoples of Europe, the Middle East or North America.
Other <input type="checkbox"/>	Please Specify: _____

Job Classification
_____
Please write the title of the position for which you are applying in the box above, using the title of Job Announcement.

Gender	
Female	<input type="checkbox"/>
Male	<input type="checkbox"/>

## NON-PARTICIPATION

I have read the above statement and have chosen not to complete this form.

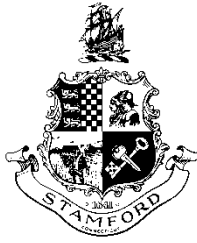
(Please check box if applicable)

## RECRUITING INFORMATION

How did you hear about this job? (Please check one)

- |   |   |
|---|---|
| <input type="checkbox"/> Stamford Advocate                          | <input type="checkbox"/> Human Resources Division Bulletin Board    |
| <input type="checkbox"/> Other newspaper:<br>Please give name _____ | <input type="checkbox"/> Community Agency<br>Please give name _____ |
| <input type="checkbox"/> City Website                               | <input type="checkbox"/> Professional journal _____                 |
| <input type="checkbox"/> Internet<br>Please give name _____         | <input type="checkbox"/> Other: Please specify _____                |
| <input type="checkbox"/> City Employee                              |   |

MAYOR  
CAROLINE SIMMONS



DIRECTOR OF LEGAL AFFAIRS  
&  
CORPORATION COUNSEL  
THOMAS CASSONE

DIRECTOR OF HUMAN RESOURCES  
DR. PAULA RUSSELL NISBETT

CITY OF STAMFORD  
OFFICE OF LEGAL AFFAIRS  
HUMAN RESOURCES DIVISION  
888 WASHINGTON BOULEVARD  
P.O. BOX 10152  
STAMFORD, CONNECTICUT 06904-2152  
Tel. (203) 977-4070  
Fax: (203)977-4075

## Office Supervisor – Land Use

### APPLICATION SUPPLEMENT #24- 26

### EXPERIENCE AND TRAINING EXAMINATION

NAME \_\_\_\_\_

SOCIAL SECURITY NUMBER 000 - -  
(Last six digits)

This Application Supplement and a completed “Application for Examination or Employment” must be filed with the Human Resources Division by the last filing date noted in the job announcement or bear a postmark no later than the last filing date. Information submitted after the last filing date will not be considered. Incomplete or illegible application applications/ supplements will be rejected.

The purpose of this supplement is to elicit specific information about your education and experience that can be used to determine if you meet the minimum qualification requirements. Applicants who do not meet the minimum qualifications for Office Supervisor – Land Use will be disqualified. Applicants are urged to carefully review the requirements before filing an application and to fully complete the application and the supplement.

**Please note that any information outlined in this Training and Experience Supplement must be supported by information provided on your application for employment or Examination.**

**AN EOE/AA EMPLOYER**

**MINIMUM EDUCATION AND EXPERIENCE**

Please note that applicants who do not meet the qualification requirements for the position of Office Supervisor – Land Use will be disqualified. Applicants are urged to carefully review the requirements before filing an application.

**EDUCATION:**

Do you possess a Bachelor’s Degree Yes \_\_\_\_ No \_\_\_\_ Majors \_\_\_\_\_

Do you possess a Master’s Degree Yes \_\_\_\_ No \_\_\_\_ Majors \_\_\_\_\_

**EXPERIENCE:**

a) Do you possess practical office management experience?

Yes \_\_\_\_ No \_\_\_\_ No. of Years: \_\_\_\_\_

Please explain briefly

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b) Do you have at least 2 years of supervisory experience as an office supervisor?

Yes \_\_\_\_ No \_\_\_\_ No. of Years: \_\_\_\_\_

Please explain briefly

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*For each of the questions listed below, use the space provided to respond.*

*Use additional pages if necessary*

Instructions: *after reading the summary outlined below, please answer the questions that follow.* In your response, please use examples of your prior work experience and/or education.

**Summary:** Under the direction of the Land Use Bureau Chief or designee, manages the administrative functions of the Land Use Bureau, including but not limited to the supervision, organization and coordination of assigned office operations, procedures, and resources to ensure organizational effectiveness and efficiency. Coordinates, plans, and directs services that support the running of the Land Use Bureau and Land Use Boards. Manages department databases, prepares departmental performance reports, analyzes department operational data, develops policies and procedures regarding data retention. Assists with implementation of software related to application filing and permit issuance, data collection and retention and other technology initiatives. Performs related work as required.

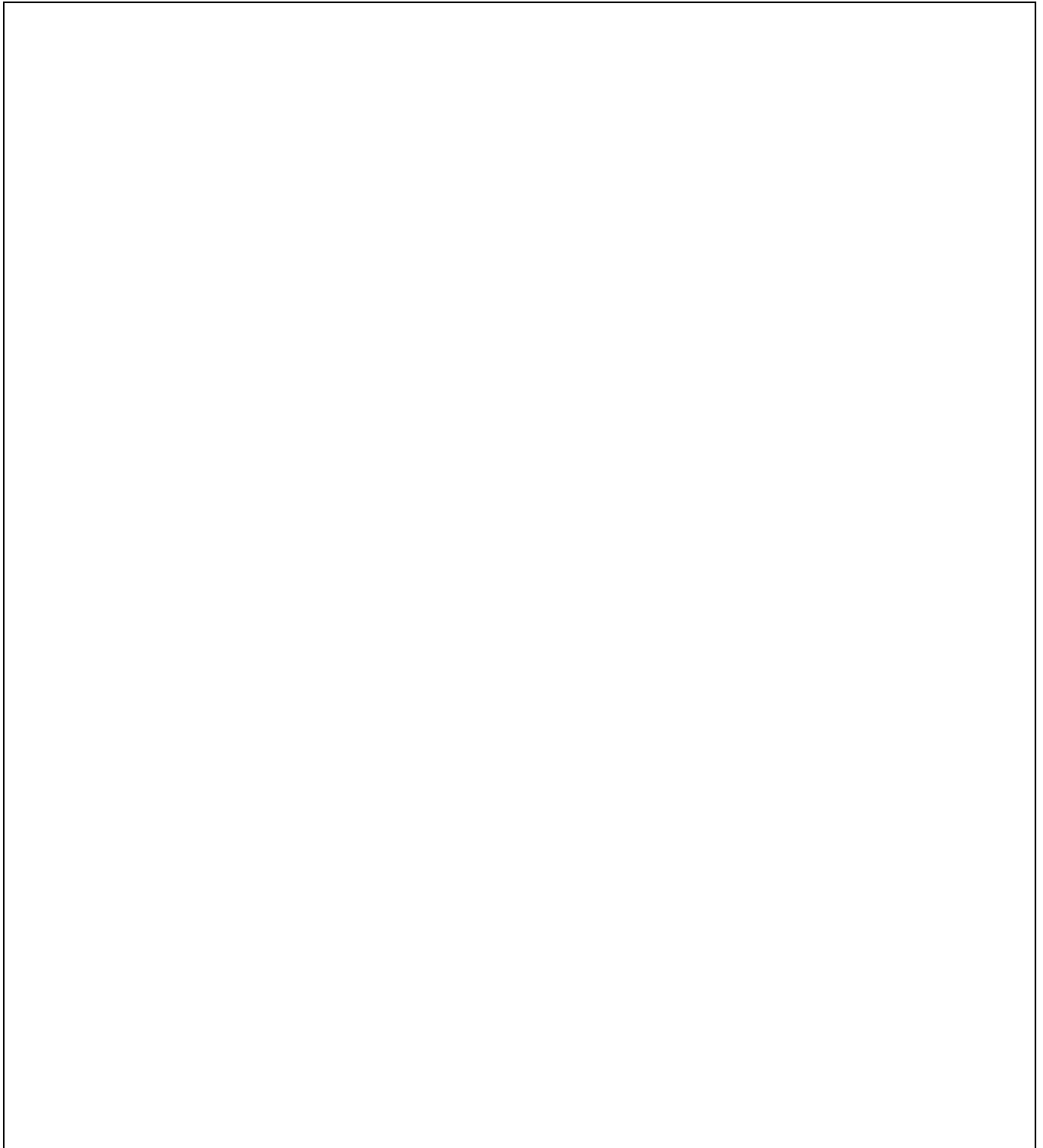
1. Using the **summary outlined above and the enclosed job specification**, please describe your ability to meet the requirements of the position as outlined in the job specification. In your response, please include any past work experience that provided you with the knowledge and necessary skills to meet these requirements.

2. This position will require an appointee to supervise office work, administrative and customer service employees to ensure adherence to quality standards, deadlines, and proper procedures. **Please describe your knowledge and experience.**

2. This position must resolve and document customer complaints and provide responses to customers regarding policies and procedures.

The appointee must possess knowledge of the principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction. **Please describe your knowledge and experience.**

4. The appointee must have the ability to understand regulations, interpret complex written material and communicate with stakeholders. **Please describe your ability and experience.**





5. The appointee must possess experience using Microsoft office Suite and as well as knowledge of other computer programs for permitting and accounting. **Please provide your knowledge and experience.**

SUMMARY OF EDUCATION AND EXPERIENCE

#24- 26

6. This position requires the appointee to accurately monitor and manage the Department's A/P, A/R, expense approvals, time keeping, payroll and provide financial reporting. **Please provide your knowledge and experience.**

7. The appointee must assist with personnel matters such as the administration and processing of Departmental payroll for approval, sick leave, disciplinary actions, leave of absence, workers' compensation, recruitment, termination of employment, etc. Partners with the Human Resources Department in handling of personnel matters, which may be confidential in nature. **Please provide examples of experience.**