

# LEDGEVIEW DEPARTMENTAL ANALYSIS & PROCESS MAPPING

## BACKGROUND

Our firm worked with Ledgeview on their 2016, 2018, and 2022 strategic plans and has helped this fast-growing community weigh the shift from contracted to in-house services. As a high growth community, managing zoning and building inspection permitting processes in an effective and customer-focused manner is a top leadership priority.

In 2023 our firm helped municipal leadership to analyze the structure of the Community Development Department for the Town of Ledgeview on a quick timeline following staff transition. This empowered the Town to adjust the role to best fit current and future needs in alignment with strategic organizational goals.

## THE DELIVERABLES

Our firm worked with Ledgeview Department heads, contracted service providers and elected officials to deliver:

1. Process maps for Community Development Department permits, approvals, and enforcement.
2. Recommendations for departmental organizational chart.
3. Wage analysis for the department.
4. Revised position descriptions for the department and assistance in candidate interviews.

## TOOLS CLIENTS CAN USE

Our firm aims to provide tools that our clients can continue using... well beyond our services are complete. By digging deep into how things operate on the ground in our client communities, we are able to provide functional tools for our client's future use.

## CLIENT TESTIMONIAL

**"Once again, Allyson has provided exceptional service - really focusing with staff on what the problem was that needed to be solved and then turning that focus into viable and workable options for the Board to consider for our current and future department and position needs."**

**- Sarah Burdette, Town Administrator**



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**Ledgeview**

Set your sights high.