

DEVELOPMENT SERVICES TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, to perform a variety of customer service operations for the Planning, Building, and Engineering Divisions of the Development Services Department; to assist other Department staff in the performance of office work; and to perform related duties as assigned.

CLASS CHARACTERISTICS

Positions in this class perform a variety of permit and plan processing duties within the Development Services Department.

EXAMPLES OF DUTIES--*Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

As the primary point of contact at the Development Services Department's public counter, assists public in completing applications for permits and advises permit applicants of requirements and procedural steps relative to the construction, alteration and maintenance of public or private facilities; answers questions, provides information and computes permit and plan check fees at established rates and tracks fees paid; checks plans and maps submitted for completeness; maintains a variety of detailed logs, records, files, drawings, maps and documents; inputs project information into the project tracking system; performs other related duties as assigned. Incumbents should enjoy working at a public information counter and must display excellent customer service skills and maintain accurate records.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic knowledge of the organization and functions of the agencies involved in the Building, Planning and Engineering processes;
- Principles of research methods, data collection and record keeping;
- Mathematics as applied to construction the calculation of square footage and fees.
- Customer service methods and techniques;
- Modern office procedures, methods and equipment including computers and applicable software applications;
- Principles of business writing and basic report preparation.

Ability to:

- Review plans and documents for completeness;
- Prepare and maintain accurate records and reports;
- Provide responsible counter assistance to the general public;
- Perform basic arithmetic calculations accurately.
- Meet and work with the public in a tactful and effective manner;
- Work independently and efficiently to carry out assignments;
- Understand and carry out oral and written instructions;
- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective relationships with those contacted in the course of work.

Experience and Training

Experience: Two years of responsible experience involving public contact duties related to processing applications, maintaining records and the assessment of fees.

Education: Equivalent to the completion of the twelfth grade.

License/Certificate:

- Possession of or the ability to obtain an appropriate valid California driver's license.
- Possession of a Permit Technician Certificate issued by the International Code Council is required within six (6) months of hire date.

WORKING CONDITIONS

Environmental Conditions: Office environment; exposure to computer screens; extensive public contact.

Physical Conditions: Essential functions may require maintaining physical condition necessary for sitting and standing for prolonged periods of time; speaking and hearing to exchange information; visual acuity to read computer screens and printed material; operating a variety of office and field equipment; ability to lift and carry up to twenty-five (25) pounds.