

## DEVELOPMENT 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.*

### **SUMMARY DESCRIPTION**

Under administrative direction of the Development Services Director; the incumbent performs a variety of highly responsible and complex administrative functions; receives, reviews, and processes varied development permit and building permit applications, plans, calculates application and development impact fees, routes plans to City departments and other agencies for professional review, and reviews basic plans within specific guidelines; provides information to the public at a public counter, by telephone, or through email inquiries and correspondence; confers with applicants regarding City procedures and plan requirements; assists with long range forecasting and planning for division and department programs and budgeting purposes; provides support to the Director, division heads, and the Building Official; and performs related duties as assigned.

### **IDENTIFYING CHARACTERISTICS**

The Development Technician is considered a qualified journey level position with responsibility for administrative support and coordinating the development permitting activities of the Building and Planning Divisions, and Code Compliance. Incumbents are fully competent to independently perform the full range of permit processing and plan review activities conducting a full range of duties as assigned, working independently, and exercising judgment and initiative; receives only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department. This position provides advice and counsel to the Director regarding department operations and coordination between the Building Division, Planning Division, Code Compliance, and other responsible City departments and outside agencies. This position provides technical and functional direction to lower-level support staff and is responsible for the more complex work. The incumbent also maintains department application forms and makes procedural change recommendations as appropriate.

### **REPRESENTATIVE DUTIES**

*The following duties are examples of typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Under direction of the Director of Development Services, assumes full administrative responsibility for all Building Division services and activities; and assists with the administrative functions with the Planning Division under the direction of the City Planner.
2. Coordinates the administrative support functions for assigned department; may participate in planning and organizing the work of clerical and other support staff; prepares and revises various operating procedures, rules, and regulations as directed; recommends improvements in work flow and use of equipment and forms; develops and revises office forms and report formats as required; initiates, organizes, and maintains filing systems.
3. Serves as liaison between assigned office and other City staff, the general public, and outside agencies; screens calls, visitors, and mail; responds to complaints and sensitive requests for information and assistance; researches information related to City regulations and departmental policies, procedures, systems, and precedents; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances. Responds to and

resolves difficult and sensitive citizen inquiries and complaints. Provides information to the public by telephone or at a public counter regarding City regulations and requirements, as well as applicable ordinances, regulations, requirements, and procedures related to the permitting and land development process; assists the public in completing and processing various permits.

4. Assists assigned managers and staff in collecting, compiling, analyzing, and assembling information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; participates in the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.
5. Accepts, processes, verifies, and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; collects fees and issues receipts; may register participants or issue permits.
6. Assists in preparing, administering, and monitoring the assigned budget; compiles annual budget requests; prepares revenue projections; recommends expenditure requests for designated accounts; monitors approved budget accounts.
7. Performs a variety of general bookkeeping and clerical accounting duties involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs, and files; verifies, balances, and adjusts accounting records; prepares bank deposits; creates and maintains purchase orders; processes invoices for payment and prepares and maintains records of expenditures; provides assistance to department staff, vendors, and the general public in assigned areas.
8. Processes and maintains records for department payroll.
9. Provides support services to assigned boards, commissions, and committees; prepares, prints, and distributes agendas and agenda packets for meetings; attends meetings and takes or records minutes of meetings; prepares minutes; disseminates information as appropriate.
10. Initiates and maintains a variety of files and records; maintains manuals and updates resource materials.
11. Maintains a calendar of activities, meetings, and various events for assigned staff; coordinates activities with other City departments, the public, and outside agencies; schedules meetings; coordinates and processes staff travel arrangements.
12. Types and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts as well as resolutions, proclamations, and ordinances; types from rough draft, verbal instruction, or transcribing machine; independently composes documents related to assigned area of responsibility.
13. Prepares news releases, advertising materials, schedules, and a variety of other public information documents.
14. Maintains and orders office supplies; prepares purchase orders; receives invoices and checks for accuracy; processes payments.

15. Operates a variety of office equipment including a typewriter, telephone systems, copier, facsimile machine, adding machine, cash register, and/or computer.
16. Utilizes various computer applications and software packages including specialized departmental applications; enters and maintains data; generates reports from a database or network system; creates documents using word processing or spreadsheet software.
17. Assists other staff with information technology training and in the resolution of problems; coordinates with City information technology staff and outside vendors to resolve problems.
18. Receives, reviews, and issues building (commercial and residential), permit applications; reviews plans, and calculations for completeness and compliance with pertinent codes and regulations.
19. Verifies that required permits have been obtained; verifies contractors and subcontractors workers' compensation insurance coverage, construction bonds, and licenses.
20. Checks the addresses and parcel numbers for any previous work or departmental actions regarding the properties.
21. Performs parcel, permit, and zoning research, and/or permit history regarding parcel zoning, land use, and subdivision restrictions to the public, which may involve multiple City departments.
22. Determines the types of inspections and reviews required for the construction proposed.
23. Performs related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

1. Operations, services, and activities of assigned accounting program area.
2. Modern office procedures, methods, and equipment including computers.
3. Computer applications such as word processing, spreadsheets, and statistical databases.
4. Office management principles, methods, and procedures.
5. Principles and procedures of record keeping and filing.
6. Techniques and requirements for the maintenance of public records.
7. Business letter writing techniques, the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
8. Principles and practices of fiscal, statistical, and administrative research and report

- preparation.
9. Basic principles used in budget preparation, purchasing, and the basic reconciliation of financial accounts.
  10. Practices used in minute taking and preparation.
  11. Methods and techniques of proper phone etiquette.
  12. Customer service techniques, practices, and principles. English usage, spelling, grammar, and punctuation.
  13. Pertinent federal, state, and local laws, codes, and regulations
  14. Mathematical principles, arithmetic including the calculation of areas and fees.
  15. A basic understanding of the Uniform Building Code, planning principals, and the Placerville Zoning Ordinance and applicable development standards, Design and Improvement Standards Manual, and local county and city ordinances, as related to the permit process and inspection procedures and coordination.
  16. Applicable fire, zoning, and related laws and regulations.
  17. Basic real property description terminology and concepts.
  18. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
  19. Modern equipment and communication tools used for business functions and program, project, and task coordination. Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation, and permit processing.

**Ability to:**

1. Perform responsible and difficult administrative support duties involving the use of independent judgement and personal initiative and resourcefulness.
2. Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
3. Learn, interpret, and apply administrative and departmental policies and procedures.
4. Read and interpret building, land development plans, related construction documents, and various maps. Calculate square footage or cubic yardage, fees, and/or penalties from plans; interpret, explain, and apply policies, laws, and procedures regarding the permit process and City zoning ordinances.

5. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, or other agencies on sensitive issues in area of responsibility. Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
6. Work cooperatively with other departments, City officials, and outside agencies.
7. Plan, schedule, direct, and coordinate administrative support functions. Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
8. Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the department.
9. Independently prepare correspondences and memoranda.
10. Develop, implement, and maintain standard accurate filing systems and records.
11. Maintain complex paper and computerized records.
12. Type and enter data at a speed necessary for successful job performance.
13. Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical, and administrative reports.
14. Operate office equipment including computers and supporting word processing and spreadsheet applications.
15. Adapt to changing technologies and learn functionality of new equipment and systems.
16. Plan and organize work to meet changing priorities and deadlines and organize and prioritize work and follow up on assignments under minimal supervision.
17. Work independently in the absence of supervision.
18. Communicate clearly and concisely, both orally and in writing.
19. Establish and maintain effective working relationships with those contacted in the course of work and effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
20. Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized or college level course work specializing in office procedures, construction permitting, business or public administration, or a related field. Possession of certificates of training obtained through professional organizations in related fields is highly encouraged. A bachelor's degree is desirable.

**Experience:**

Four years of increasingly responsible experience in a secretarial and administrative support experience involving public contact and multi-department, public agency coordination, Administrative support experience in a municipal or other governmental agency, specifically in the development permitting capacity is highly desirable.

**License or Certificate:**

Possession of or ability to obtain by date of appointment, a California driver's license

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed in an office environment and outdoor field environment with travel to different sites; when visiting construction sites the incumbent may be required to walk on uneven and slippery surfaces, be exposed to all weather conditions, dust and pollen, and mechanical hazards such as construction equipment; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to walk, stand, and sit for prolonged periods of time; to climb up or down on ladders, to reach, twist, turn, kneel, bend, stoop, squat, grasp, and make repetitive hand movements; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate assigned equipment and vehicles; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.