

## **COMMUNITY DEVELOPMENT TECHNICIAN**

Salary Range: 25 (Public Service Salary Schedule)

### **DEFINITION**

To perform a variety of professional, administrative and technical duties in support of the services and activities of the Community Development Department; provide technical and functional supervision to clerical staff; assist applicants in the processing and reviewing of applications for land development and building permits by coordinating project approvals through City departments and outside agencies; analyze, develop, test, and recommend process improvements to existing business systems; review permit applications, plans, and supporting documents for proper form, completeness, sufficiency of information, conformance with legal standards, and compliance with City requirements; receive, log, and complete general permit processing procedures including distribution of building plans for plan checking; perform plan checks for Planning Commission conditions; and issue permits as authorized.

### **DISTINGUISHING CHARACTERISTICS**

This is an advanced journey level position where the incumbent is expected to independently perform the full scope of assigned duties with minimal supervision. Employees at this level are required to be fully trained in all procedures related to their assigned area of responsibility and may supervise or function as a leadworker over assigned staff.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents receive direction from senior level staff and may exercise technical and functional supervision over assigned clerical and less experienced staff.

### **ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES**

Duties may include, but are not limited to the following:

- Perform a full range of technical duties in support of the Community Development Department's services and activities; assist the public and applicants to understand and comply with City building and planning requirements and processes; respond to procedural inquiries, answer questions, and provide information to the public and applicants; refer complex issues or problems to an appropriate staff member.
- Coordinate project approvals through City departments and outside agencies to assist applicants; arrange meetings with applicants and City staff to ensure timely processing of permits; monitor the progress of permit approvals.
- Accept and review permit applications, plans, and supporting documents for completeness, sufficiency of information, conformance with legal standards, and compliance with City requirements; input information into computer system; route plans and information to appropriate City departments and consultants.
- Perform a wide range of highly complex, responsible and confidential paraprofessional administrative and office support duties in support of the Community Development

Department; process permits; staff the front counter; answer telephones; perform specialized clerical duties as required.

- Conduct building plan reviews for building permits; review building permit fees; verify addresses on new projects; complete planning and building site review approval process on site plans for production homes; review and approve plans and accompanying documents on over-the-counter permits.
- Calculate and review commercial, residential, and multi-family building square footages, inspection fees, plan check fees, mitigation fees, and penalty fees from plans; prepare fee credits, track developer fee agreements; provide fee estimates, prepare bills, collect fees, and issue receipts.
- Plan, prioritize, assign, supervise and review the work of personnel.
- Analyze, develop, test, recommend and administer process improvements to existing business systems.
- Perform plan checking for zoning code and Planning Commission conditions including plan checks for commercial and multi-family dwellings.
- Perform complex plan checking of residential swimming pools and plan checking of commercial wall signs to verify compliance with building code regulations.
- Perform review coordination between departments and serve as designated coordinator for special projects.
- Assist plan checkers with permit review processes and project approvals.
- Compile data and prepare reports and summaries related to assigned activities including those for City Council, outside agencies, other City departments, and other agencies as required.
- May make field observations and inspections of specific parcels relevant to analysis of specific development or construction proposals.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- Applicable Federal, State and local laws, regulations and codes relating to urban planning and building sufficient to answer questions and provide information to the public; applicable fire, zoning and related laws and regulations
- Various construction types and building inspection procedures and requirements
- Organization, procedures, and operating details of the Community Development Dept.
- City government organization, functions, and policies
- Various construction types and building inspection procedures and requirements
- Applicable zoning and related laws and regulations
- Business letter writing and basic report preparation
- Business arithmetic and basic statistical techniques
- Records management principles and practices
- Modern office practices, methods, and computer equipment

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures
- Computer applications related to the work
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone
- Techniques for providing a high level of customer service to the public, vendors, contractors and City staff, in person and over the telephone

**Ability to:**

- Understand the organization and operation of the City and of outside agencies as necessary to assume the assigned responsibilities
- Understand and explain City policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and City staff
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement the appropriate course of action
- Read and interpret plans, specifications, related construction documents and maps
- Calculate square footage, fees and/or penalties from plans, and fees for zoning permit applications
- Supervise, select, train, motivate, and evaluate the work of assigned staff
- Perform detailed, technical and specialized planning and zoning and/or permit and inspection support work
- Respond to a wide variety of requests and inquiries from the general public
- Make accurate arithmetic, financial and statistical computations
- Establish, maintain and research a variety of files and records
- Perform detailed, technical and specialized permit support work
- Perform the full range of office and clerical support duties and tasks
- Verify square footage, fees and/or penalties from plans
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions
- Compose correspondence and reports independently or from brief instructions.
- Interpret, apply and explain policies, procedures, and project conditions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work
- Operate modern office equipment including computer equipment and software programs
- Organize own work, setting priorities and meeting critical time deadlines
- Use English effectively to communicate in person, over the telephone and in writing
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines
- Establish and maintain effective working relationships with employees and those contacted in the course of the work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

**Minimum Qualifications**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Two years of increasingly responsible experience as a journey level Building or Planning Technician that included responsibility for reviewing applications for basic compliance **and** an Associate's Degree from an accredited college or university in building inspection, urban planning, architecture, landscape architecture, engineering, or a related field.

**GENERAL QUALIFICATIONS****License Requirements:**

- A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Incumbents must obtain a Permit Technician Certificate from the International Code Council (ICC) within six months of appointment.

**Physical Requirements**

Incumbents appointed to this class must possess mobility to work in a standard office setting; use standard office equipment, including a computer; operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment; occasionally bend, stoop, kneel, reach, climb, and walk; push and pull drawers open and closed to retrieve and file information; occasionally lift, move, and carry objects that typically weigh up to 20 pounds.

**Working Conditions**

Incumbents appointed to this class work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; may be exposed to inclement weather conditions while performing some outdoor duties; may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**FLSA: Non-Exempt**

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

*Adopted: July 2007*

*Revised: June 2013*