

DEVELOPMENT SERVICES TECHNICIAN I
DEVELOPMENT SERVICES TECHNICIAN II

DEFINITION

To perform technical work in one or more specialized land use areas including engineering and building or planning; to provide information and direction to the public on processes and requirements associated with planning, engineering, construction, and building; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

Development Services Technician I - This is the entry level class in the technical Development Services Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Development Services Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Development Services Technician II - This is the journey level class in the technical Development Services Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Development Services Technician I

Receives general supervision from the assigned supervisor; and may receive technical and functional supervision from more experienced staff.

Development Services Technician II

Receives general supervision from the assigned supervisor; and may receive technical and functional supervision from more experienced staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform as the first line of contact to internal and external customers related to engineering, planning or building and other land use related issues.

Provide information, direction and assistance to the public related to land use issues involving planning, building, engineering and permit processes via phone, email and counter work and give information on applicable local, state and federal regulations, codes, ordinances, documents, standards and guidelines.

Perform minor plan checks; review, log and coordinate applications and other documents; route various plans and permits; calculate and collect fees; provide fee estimates; issue minor permits; assist the public in completing and filing applications, related documents and materials.

Advise specific departments of development related applications or questions as needed including at the counter; schedule meetings, including pre-application meetings.

Research, access, enter, retrieve, update, compile and analyze data, files, and statistics for various projects, reports, permit histories and for other needs; maintain records; generate correspondence, maintain manuals and update resource materials.

Process mail; copy and maintain forms, handouts and supplies needed by staff and customers.

Read and interpret a variety of maps and aerial photos; prepare, create and update graphic illustrations, charts, flyers, presentations and exhibits.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Development Services Technician I

Knowledge of:

Basic principles and practices of planning, land use and construction processes.

Organization and operation of the City and outside agencies involved with development approvals and coordination.

Methods and procedures of research techniques, resources and sources of information, and technical resource materials related to land use functions.

Methods and procedures of filing and maintenance of recordkeeping systems.

Methods and procedures of basic mathematics.

Principles and practices of customer service principles and public relations.

Ability to:

Perform technical work in one or more specialized land use areas including engineering and building, or planning; to provide information and direction to the public on processes and requirements associated with planning, engineering, construction and building

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Read and understand general construction plans, blueprints, drawings and specifications.

Research, compile, analyze, interpret and prepare a variety of statistical and administrative reports.

Receive and route development applications, plan check submittals

Consolidate plan-check comments within established timeframes and forward to applicant

Calculate fees and issue receipts.

Maintain accurate records.

Learn to prepare correspondence and memorandums related to areas of assignment.

Make accurate mathematical calculations and calculate fees and apply fee formulas.

Learn to read, understand, and explain plans, maps, aerial photos, drawings, reports, applications, construction documents and specifications.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Learn relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Some responsible administrative or technical planning or building experience that involved significant public contact.

Training:

Equivalent to the completion of an Associate's degree from an accredited college with major course work in planning, building construction, engineering or a related field. Incumbents in this class shall be provided the opportunity to obtain International Code Council (ICC) certification,

License and Certificate

Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Development Services Technician II

In addition to the qualifications for the Development Services Technician I:

Knowledge of:

City permit and plan review procedures, rules, regulations and guidelines.

Principles and practices of planning, permits, plan review, design, land use and construction processes.

Reviews plans, maps, drawings, construction documents and specifications.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Read, understand, and explain complex plans, maps, aerial photos, drawings, reports, applications, construction documents and specifications.

Interpret, apply and explain advanced regulations and standards.

Respond to and assist in the resolution of difficult and sensitive development related inquires and complaints.

Independently prepare correspondence and memorandums related to area of assignment.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

two years of responsible experience similar to Development Services Technician I.

Training:

Equivalent to the completion of an Associate's degree from an accredited college with major course work in planning, building construction, engineering or a related field.

License and Certificate

Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for

disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession of ICC certification is desirable.