



DEVELOPMENT SERVICES TECHNICIAN

DEFINITION

Under direct supervision, assists with the processing and issuing of a variety of permits; maintains permit tracking systems and provides information to developers, contractors, homeowners, and other members of the public.

SUPERVISION EXERCISED

None

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Answer inquiries from the public, both in person and over the phone, regarding permits, plan check, inspection scheduling, filing procedures, and permit status.

Process forms, plans, and permit applications for yard permits, development and construction permits, and business licenses.

Provide approvals and issue building and encroachment permits on minor developments.

Ensure smooth coordination between Building and Engineering throughout the permit service delivery process to expedite and/or minimize customer service turnaround times.

Conduct field investigations related to data collection and/or project review and development.

Review permit applications, plans and specifications for accuracy, completeness, and compliance with legal requirements, applicable codes and standards.

Input pertinent information into computerized/automated tracking system.

Collect data, conduct research, and prepare various reports and correspondence; assist with records management.

Complete special projects.

Order supplies, schedule meetings, compute and collect fees.

Provide support for other development, administrative and front counter related tasks.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard office procedures, methods and computer equipment.

Basic cashiering and fiscal record keeping.

Computer software such as Word, Excel, mail merge and related programs.

Techniques used in dealing with the public and customer service.

Development terminology, practices, procedures, standards, and work methods applied within a building/engineering/planning environment.

California building codes.

Principles of project management.

Ability and Skill to:

Operate modern office equipment including computers and software applications.

Read and interpret building plans, blueprints, and specifications.

Interpret and apply applicable laws, codes, ordinances, and regulations.

Respond to questions from the public and staff.

Accurately perform basic mathematical calculations.

Plan and organize work to meet schedules and timelines in a fast-paced environment.

Conduct research and analysis.

Communicate clearly both orally and in writing.

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



Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

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

High School graduation and one (1) year general office experience, including familiarity with computers, office software, architectural, building, and engineering services and issuing permits. Bi-lingual skills desirable.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register.

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person.

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents.

Ability to sit, stand and walk for two hours at a time.

Ability to work outdoors in all weather conditions including hot with sun exposure, cold and wet.

Ability to lift up to 25 pounds.

Ability to climb a footstool or ladder for the purposes of retrieving records.

Ability to get from one location to another in the course of doing business.

