

JOB DESCRIPTION



COMMUNITY DEVELOPMENT TECHNICIAN

DEFINITION

The Community Development Department is comprised of the Building, Planning, and Housing divisions. The Community Development Technician is intended to be the primary customer service representative for the Department. The position reports to the Building Official and may receive general direction from the Planning Manager and Community Development Director. The Community Development Technician is responsible for providing technical and professional support services for the Building, Planning, and Housing divisions.

EXAMPLES OF DUTIES

These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title. (E=Essential Duty; M=Major Portion of Time)

- Greets and provides professional and courteous service/information to the public at the front counter, via phone and email providing basic building, planning and housing information. (E, M)
- Intakes planning, housing and building permit applications at the Community Development counter. (E, M)
- Organizes and maintains files associated with the building and planning permits. (E, M)
- Coordinates all phases of the plan check review process, including review by other City departments, and review by the third party plan check firm under contract to the City. (E, M)
- Schedules building permit field inspections with contractors and applicants. (E, M)
- Updates and maintains Community Development forms, documents and procedural information for public distribution. (E,M)
- Assists with the management and maintenance of various internal database and technological systems including Munis, Granicus, Laserfiche, as well as the Community Development website. (E,M)
- Assists the planning division with technical aspects of the planning process including researching and gathering data. (E)
- Assists with housing division including researching data, assembling housing application materials, organization of files, intaking applications and gathering statistical data related to population and housing trends, etc.(E)
- Performs other office tasks such as ordering supplies, processing mail, etc. (E)
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Customer relations techniques.
- Basic construction methods and materials, engineering principles and practices, and building safety standards.
- General community development principles, including building, planning, zoning, and housing.
- Standard office and word processing clerical procedures, with emphasis on correct English grammar and spelling.
- Use of computer systems and other office equipment.
- Standard formats for reports, records, agendas and minutes, and correspondence.
- Local ordinances pertaining to building, planning and housing.
- Computer software applications and data base management, including Access, Word, Excel and Power Point software, and GIS.

Ability to:

- Follow oral and written directions.
- Organize work and establish priorities.
- Read and interpret building and planning codes, and regulations.
- Provide outstanding and friendly customer service.
- Establish and maintain cooperative and productive working relationships with the public and staff.
- Gather information and compile database/catalog of technical planning, housing and building information and permit processes.
- Compute building permit fees.
- Work in a fast paced team environment.
- Maintain a positive and customer-service oriented demeanor with customers at the front counter, particularly in difficult situations.
- Apply logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate policies, procedures and protocols.
- Research, compile, and summarize a variety of informational and statistical data and materials.
- Occasionally lift and/or move up to 25 pounds.

Education and Experience:

Associate's Degree with two years of progressively responsible related experience; or, any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Certifications:

I.C.C Permit Technician certificate is required or the ability to obtain within one year of appointment.

Experience:

Any combination of experience and training that would likely provide the required abilities and skills to perform essential duties. Some experience working in public agency planning, building, or engineering is desirable. Knowledge of word processing and other computer applications is necessary.

Necessary Special Requirement:

Possession of a valid Class C California Driver's License.