



CITY OF CITRUS HEIGHTS

DEVELOPMENT SERVICES TECHNICIAN I DEVELOPMENT SERVICES TECHNICIAN II

DEFINITION

To provide information to the public on the department permit process, including planning, building and engineering; reviews permit applications and related documents ensuring completeness and compliance with relevant codes, regulations, and policies; calculate fees and processes applications; and perform a variety of clerical and technical duties in support of the services and activities of the Community Development Department.

DISTINGUISHING CHARACTERISTICS

Development Services Technician I - This is the entry level class in the Development Services Technician series. This class is distinguished from the journey by the performance of the more routine tasks and duties. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as an entry class, employees may have only limited related work experience. Employees work under immediate supervision while learning the full range of job duties and tasks.

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

SUPERVISION RECEIVED AND EXERCISED

Development Services Technician I

Receives immediate supervision from an assigned supervisor.

Development Services Technician II

Receives general supervision from an assigned supervisor.

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

Perform public counter work and provide information regarding building, planning, zoning, engineering, permit requirements, land use and other related processes to the public, builders, engineers, contractors, and architects; respond to public inquiries both on the telephone and in person regarding applications, permit issuance, plan review, and building inspections; perform general administrative duties in support of the Community Development Department.

Perform minor plan checks on commercial, industrial, and residential projects for compliance with city zoning, building, and planning regulations and codes; provide basic zoning information; issues minor building permits.

Track and coordinate the routing of various new plan check submittals and re-submittals and permit applications to City divisions and departments; update permit activity information in a specialized database or permit management tracking programs; calculate required fees.

Act as liaison between permit applicants and referral divisions, departments, and outside agencies.

Provide information to the public on general code enforcement requirements and assist in this functional area as needed.

Perform complex and routine technical and clerical duties; research, compile and analyze data for special projects and various reports; maintain records and publications, including both residential and commercial plan libraries and perform general filing; prepare written reports and correspondence, including Confirmation of Zoning letters, and post public notices.

Perform front desk receptionist duties as needed.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Development Services Technician I

Knowledge of:

Principles and practices of customer service, including conflict resolution.

Common computer application programs such as word-processors, spreadsheet, database programs, and presentation software.

Principles and procedures of record keeping.

Project tracking methodologies.

Ability to:

Learn building inspection and planning/engineering policies and procedures, construction, design, and land use regulations and ordinances.

On a continuous basis, work indoors; sit at a desk for extended periods of time; work at a counter standing for long periods of time; bend, twist, turn and reach for files, plans, and related documents; lift and carry, push or pull up to 25 pounds; ability to see well enough to read computer monitors and documents; ability to hear well enough to receive information in person and over the telephone; ability to speak well enough to be understood when transmitting information in person and over the telephone; hand and finger dexterity sufficient to grasp documents and operate computer keyboards.

Receive, understand, and respond to public service requests; establish and maintain effective working relationships with those contacted in the course of work; handle multiple project assignments.

Collect, analyze, and summarize data using computer application programs.

Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem solving methods; understand and interpret complex policies, procedures and regulations.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

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

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

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.

Preserve confidentiality of sensitive information routinely encountered in the course of work.

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:

One year of responsible administrative and technical support that involves extensive public contact preferably related to community development.

Training:

Equivalent to the completion of the twelfth grade. Additional college coursework in public administration, planning, plan checking, and/or building inspections techniques, principles, and practices are desirable.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Development Services Technician II

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

Knowledge of:

Planning, building, and engineering permit processes and procedures, specification requirements, construction practices, and cost estimating.

Basic building construction and building inspection practices and concepts; basic building codes and regulations as they relate to the building permit.

Zoning, planning practices/concepts, and general city code/regulations related to the planning function.

Ability to:

Explain and interpret policies and regulations accurately and tactfully to the public.

Review plans for completeness and calculate permit fees in accordance with established laws, ordinances, and policies.

Understand complex construction plans and specifications.

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

Perform independent research in carrying out technical administrative and technical duties.

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 experience similar to a Development Services Technician I with the City of Citrus Heights.

Training:

Equivalent to the completion of the twelfth grade. Additional college coursework in public administration, planning, plan checking, and/or building inspections techniques, principles, and practices are desirable.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance.

Possession of, or ability to obtain a Permit Technician Certificate (or equivalent) from the International Code Council (ICC) or other approved certifying organization.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

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