



CITY OF LEMON GROVE

Class Title: Development Services Technician II
Department: Development Services Department

GENERAL PURPOSE

Responsible for performing a wide variety of skilled administrative work and duties in support of the Development Services Department; to manage and process staff level discretionary permit applications; write, analyze and proofread a variety of documents and correspondence; and to provide information and assistance to the public regarding department policies and procedures.

SUPERVISION RECEIVED AND RESPONSIBILITIES

This position works under the supervision of and reports to the Development Services Director. May exercise functional and technical supervision over lower level staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Prepare, type, word process and proofread a variety of documents including general correspondence, agendas, reports, memoranda and statistical charts from rough draft, electronic recordings, or verbal instruction;
- Provide technical support on assigned projects by conducting studies, data analysis, and preparing basic informational reports;
- Process staff level discretionary permits as assigned;
- Process over-the-counter Planning and Zoning permits;
- Process over-the-counter Building Permits as assigned;
- Conduct department review and action on business licenses and home occupation applications;
- Assist in the maintenance of planning application forms, information bulletins, hand-outs, department web-page and information postings, development code, and general plan;
- Coordinate building plan checks including monitoring other department reviews, contacting applicants and owners, generating fee estimates and maintenance of building records;
- Assign, research, and amend addresses as requested;
- Manage, trouble-shoot and reconcile permit tracking system (HDL or equivalent) and Geographic Information System and act as point of contact with software developer;
- Answer the telephone and assist the general public with planning, zoning and code enforcement issues; provide information within the area of assignment; resolve complaints in an efficient and timely manner;
- Perform a wide variety of general clerical work including the maintenance of accurate and detailed logs and records; verify accuracy of information, research discrepancies, and record information;
- Assume duties of recording secretary for assigned commissions or committees; prepare and distribute meeting packets; prepare and type reports, agenda, resolutions, and various other documents; take and transcribe minutes;

- May coordinate assigned projects; schedule meetings in coordination with individuals from other departments, cities, and outside agencies; attend and participate in meetings on behalf of supervisor; provide follow-up and status reports;
- Operate a variety of office equipment including copiers, facsimile machines and computers; input and retrieve data and text; organize and maintain disk storage and filing;
- Maintain a variety of records and files, including confidential personnel files;
- Prepare purchase requisitions and purchase orders; maintain records, may order and maintain inventory of office supplies;
- Receive, sort and distribute incoming and outgoing correspondence;
- Assist in training clerical staff; answer questions on department or office policies and procedures;
- May provide relief at the switchboard; answer and direct calls to appropriate staff; and
- May participate in appropriate City meeting functions consistent with the objectives.

EDUCATION AND EXPERIENCE

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

- Bachelor's degree in planning, architecture, construction technology, engineering, landscape architecture or related field preferred. Education requirements may be substituted with equivalent experience and knowledge in the field of development services or similar.
- Three years of relevant administrative experience in a municipal setting.

LICENSES OR CERTIFICATION

Possession of a valid Class C California driver's license.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of zoning, planning, building and engineering.
- Basic business letter writing and basic report preparation techniques;
- Modern office procedures, methods and computer equipment;
- Principles and procedures of record keeping; and
- English usage, spelling, grammar and punctuation.

Ability to:

- Read, learn, analyze and interpret appropriate laws, codes and department regulations;
- Read and interpret maps, engineering and architectural drawings;
- Perform responsible administrative work in assigned area;
- Perform clerical work including maintenance of appropriate records and compiling information for reports;
- Type or word process at a speed necessary for successful job performance;
- Operate a variety of office machines including a computer;
- Perform routine mathematical calculations;
- Respond to request and inquiries from the general public;
- Understand and carry out oral and written directions;
- Maintain confidential records and reports;

- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain cooperative working relations with those contacted in the course of work;
- Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties; and
- Maintain mental capacity, which allows for effective interaction and communication with others.

TOOLS AND EQUIPMENT USED

- Personal computer, including word processing, spreadsheet and data base software (Microsoft Office, GIS or equivalent), office telephone, digital camera, microfiche, television, 10-key calculator, facsimile, and copier.

PHYSICAL DEMANDS

Requires frequent lifting, pulling, and/or pushing objects that are 20 pounds. Frequently required to sit, stand, reach, lean, twist, turn, bend and kneel, use hands to finger, handle, grasp, feel or operate objects, sit for prolonged periods of time. Hear and speak to contractors, the general public and City staff on the telephone and in person. Read documents, plans, specifications, reports, contracts, correspondence, memoranda, and other records. Requires vision (which may be corrected) to read small print often found on construction blueprints and other documents. Operate a multitude of office equipment.

WORK ENVIRONMENT

- Work environment is fast paced and can be loud;
- Travel from site to site, use of personal vehicle may be required;
- Extensive field work may be required; and
- May be exposed to inclement weather.

GUIDELINES

The duties listed above are intended only as illustrations of the various types of work that may be performed. The list may not include all required duties. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved, City Council: June 4, 2013