

PLANNING, BUILDING, & ENGINEERING COUNTER TECHNICIAN

DEFINITION: To assist in the processing of permits and applications, including planning, building and engineering. Assists in providing customer service, information and technical planning assistance and support to public, developers, staff and consultants in planning related issues or processes. To perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED: Receives direction from the Director of Community Development and Public Works, or other designated person, such as the Planning Manager or Engineering Manager.

EXAMPLES OF ESSENTIAL FUNCTIONS: - *Essential functions may include, but are not limited to, the following:*

Assists in the processing of planning, building and engineering permits and applications, including receipting of fee payments, in compliance with codes, standards, policies and procedures.

Answers questions and provides information to the general public and staff. Gathers, compiles and interprets planning, building and engineering information and maps to assist customers, technical staff, and supervisors.

Provides technical research assistance to staff/consultants. Conduct basic surveys and prepare materials for demographic analysis. Assists in the preparation of maps, graphic displays or written formats.

Provides technical support to staff in the planning and implementation of programs and projects.

May participate in division operational processes including procedure development and implementation.

Provides excellence in internal and external customer service. Creates a positive experience for customer through professional and courteous behavior and creative problem resolution. Focuses on producing high quality results.

Represents the City to the public in operational functions as required. Advances and protect the interests of the City and its citizens in all matters.

Develop safe work habits and contribute to the safety of self, co-workers and the general public.

Support and respect diversity in the workplace.

MINIMUM QUALIFICATIONS:

Knowledge of:

Working knowledge of practices and principles of general research, data gathering and analysis.

Working knowledge of practices and principles of public/business administration practices related to application and permitting processes

Basic knowledge of strategic planning methods with an emphasis on service related to statistics and data gathering.

Basic knowledge of public purchasing and contracting laws and regulations.

Working knowledge of basic arithmetic and mathematic principles.

Working knowledge of English grammar, spelling and usage.

Skills/Ability to:

Ability to conduct basic research.

Ability to participate on a team that focuses on producing high quality results.

Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.

Ability to apply excellent internal and external customer service skills.

Ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.

Ability to prepare presentations including graphics.

Experience:

Any combination of experience, education and training that would provide the best qualified candidates.

Education:

Associates degree in planning, engineering, building, geography, public administration, landscape design, or related field, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Additional Requirements:

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

TYPICAL WORKING CONDITIONS

Regular focus on a computer screen. Daily precise control of fingers and hand movements. Daily standing for prolonged periods. Weekly dealing with distraught or difficult individual. Occasional attendance at meetings or activities outside of normal working hours. Occasional operation of a motor vehicle on public roads.

TYPICAL PHYSICAL REQUIREMENTS

Requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 25 pounds in weight. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.