



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Development Services Technician I/II (Flex)
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GENERAL PURPOSE

Under general supervision, the Development Services Technician provides administrative and technical support to the business community, homeowners, contractors, developers, and District staff. The Development Services Technician performs specialized para-professional technical duties, including but not limited to: processing applications for new water, sewer, and recycled service connections, tenant improvement, and clearances; reviewing development plans; calculating, preparing, and reviewing service fee estimates; assisting the public by explaining District policies, requirements, procedures, submittal and approval requirements; processing fee payments; coordinating activities with internal staff and external agencies; researching land and service connection records; and performs related duties as assigned.

The position may be filled as Development Services Technician I or II dependent upon candidate qualifications.

The ideal candidate will have experience working in a fast paced, dynamic environment. Candidate must be detail-oriented, organized, and be able to prioritize tasks. Candidate must be able to share work, collaborate and work cohesively with several peers in the same position as well as work independently on complex assignments.

DISTINGUISHING CHARACTERISTICS

Development Services Technician I: This is the entry-level class in the Development Services Technician series. Initially under close supervision, incumbents learn and perform routine work in assigned areas. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Development Services Technician II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Development Services Technician II: This is the fully qualified journey-level classification in the in the Development Services Technician series. Positions at this level are distinguished from the Development Services Technician I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions 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. The Development Services Technician II is further distinguished from the Development Services Technician I by the level of responsibility assumed and the complexity of duties assigned such as those duties related to multi-unit residential, and large retail, commercial, or industrial development projects.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel.
Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

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

- Assists the public by telephone, email, in person, or electronic community development system(s) with inquiries involving applications for new or modified service connections and facilities, tenant improvements, etc.
- Receive, review, and interpret application submittals, including architectural building floor plans and utility service plans, for completeness and conformance with established policies, regulations, and development conditions of approval.
- Research, interpret and apply data from office engineering records or field verifications.
- Explains application submittal documentation, administrative and technical requirements, agency policies and procedures, regulatory requirements, processing status, test results, documentation deficiencies, and related application processing status to applicant or their designated representative.
- Performs research and review of real property, land base, service connections, and related records; maintains and updates records; performs related administrative functions; and assists in preparation of reports.
- Utilize enterprise Geographic Information System(s) to research, reference, incorporate land base and facilities information into project-specific development applications, and provide/calculate basic static pressure information related to specific service connection requests.
- Calculate and assess development fees-for-service, financial participation charges (i.e., connection fees), and other project-specific fees in accordance with established fee structures, policies, and protocols.
- Coordinate community development activities (e.g., plan checking, permitting/occupancy release, business licenses, service and facilities construction, and inspections) with other departments and land jurisdictional agencies, and log, route, and receive necessary documents for review and action.
- Reviews contractor's insurance certificates and communicates corrections needed to comply with insurance requirements.
- Types, formats, edits, revises, proofreads, and prints memoranda, agreements, fee estimates and other specialized documents; composes routine customer

correspondence.

- Adheres to office procedures including record management policies and procedures, ensuring compliance with the District's retention policy.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Business mathematics.
- General land planning, engineering, building, plan checking, permitting, and construction -related methods, processes, and terminology.
- General understanding and utilization of GIS systems and tools.
- Methods and techniques of reviewing and interpreting parcel maps and legal property descriptions.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- Principles and practices of record keeping.
- District and mandated safety rules, regulations, and protocols.
- Communication techniques and etiquette that foster excellent customer service involving customers, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Provide technical support to development projects in assigned areas of responsibility.
- Read and interpret engineering drawings and maps.
- Apply mathematical reasoning and perform mathematical/basic static pressure calculations quickly and accurately.
- Determine and apply proper fee structure and prepare fee calculations.
- Explain the District's fee structure, regulations, and requirements to customers.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Prepare clear, accurate, and concise business correspondence and related documents.
- Maintain sensitive and confidential information.
- Independently organize work, set priorities, meet critical deadlines, and follow-up

- on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural guidelines.
- Follow and apply written and oral work instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Development Services Technician I: Minimum of two (2) years of responsible experience in processing land development or building permits for a public agency, water utility, and/or engineering consultant firm, serving in the capacity of Development Services Technician, Engineering Technician, Planning Technician, or Building Permit Technician. Property title and/or real-estate transactional experience may also be considered in combination with a minimum of one (1) year experience noted above.
- Development Services Technician II: Minimum of four (4) years of responsible experience in processing land development or building permits for a public agency, water utility, and/or engineering consultant firm, serving in the capacity of Development Services Technician, Engineering Technician, Planning Technician, or Building Permit Technician; OR two (2) years' experience as a Development Services Technician I with the District.

Education:

- Equivalent to completion of the twelfth (12th) grade.
- College course work in Land Planning, Architecture, Engineering, Construction Management, or a related field is highly desirable.
- Bilingual in Spanish is highly desirable.

Licenses/Certifications:

- Certification as a Permit Technician from the International Code Council is highly desirable.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the

essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLEX REQUIREMENTS

Positions in the Development Services Technician I/II class series are flexibly staffed; positions at the Development Services Technician II level are normally filled by advancement from the Development Services Technician I level; progression to the Development Services Technician II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Development Services Technician II level.

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	<i>February 1, 2023</i>
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Development Services Technician I/II Flex. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ Date: _____

Employee Number: _____

Employee Signature: _____