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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 II
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GENERAL PURPOSE

Under direction, performs complex technical duties related to a variety of development services or document administration; areas of responsibility include, but are not limited to, multi-residential, commercial, industrial or complex Tenant Improvement projects; resolves the more difficult problems concerned with the establishment of services for assigned projects; coordinates the review process with District departments; ensures compliance with District policies and procedures; coordinates activities with external agencies; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced-level classification in the Development Services Technician series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure the accurate and timely processing of new service applications in assigned areas. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

This classification is distinguished from the Development Services Technician I in that the latter is a journey-level class responsible for processing the more routine service applications. It is further distinguished from the Senior Development Services Technician in that the latter is responsible for providing lead direction and training to assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives direction 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.

- Performs highly technical duties in support of development services or document administration; processes more complex applications for new services, relocations, and similar functions; areas of responsibility include, but are not limited to, multi-residential, commercial, industrial or complex Tenant Improvement projects.
- Screens plan check submittals for basic technical requirements prior to initiation of plan check, reviews submittals, and addresses deficiencies in accordance with District rules, regulations, policies, and standards for planned service connections.
- Communicates basic principles and high-level processes related to other department reviews and requirements, based on the particulars of the request; ensures that all project required document/agreements are submitted; and addresses deficiencies in accordance with District rules, regulations, policies, and standards for planned service connections.
- Sets up customer requests in applicable systems; routes application packages and supporting documentation for technical engineering review, intra-departmental review, or for scheduling of District installation(s).
- Reviews contractors' insurance certificates and communicates corrections needed to comply with insurance requirements to protect the District's interests.
- Meets with developers, engineers, or their representatives to discuss requirements for new service connections related to commercial projects.
- Maintains effective and timely contact and communication with public and private agencies and internal staff on both existing and proposed projects.
- Coordinates review of planned service connections with Development Services and other appropriate District departments.
- Reviews documents to ensure accurate information, examines supporting documentation to establish proper authorization and conformance with District policies, agreements, contracts, and state and federal requirements.
- Reads and interprets engineering and architectural drawings, plans, maps, property ownership history, and legal description and records to identify service location, installation, connection, and abandonment requirements; determines source control involvement for non-residential sewer service and connections based on District rules, regulations, and requirements.

- Reads and interprets boundary maps to determine subagency involvement, LAFCO involvement, improvement districts, special-benefit area surcharges, and assessment district credits.
- Researches historic documents , and systems including Geographic Information System (GIS) , for information about the various facilities, easements, and frontage charges related to existing or new service connections to determine charges and/or credits and process applicable refunds
- Explains, estimates, and assesses service application fees for planned water, sewer, and recycled water services in accordance with District fee structure, policies, regulations, requirements, Special Benefit Areas, Assessment Districts, District Frontage Obligations, Special Credit Programs, and Exemption Programs.
- Prepares written reports and correspondence, including confirmation of paid fees, approved planned services, or completed services for coordination with other outside regulatory agencies for their issuance of grading, building, or tenant improvement permits, and Certificate of Occupancy.
- Responds to customer requests for information; interprets and explains water-pressure results or residential fire-flow letter results related to new water or fire hydrant service requests; receives customer complaints and resolves or refers complaints for resolution; researches and responds to difficult customer account problems.
- Types, formats, edits, revises, proofreads, and prints memoranda, agreements, fee estimates, and other specialized documents; composes 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:

- District Water and Sewer Rules and Regulations in assigned areas of responsibility.
- District policies, procedures, and practices applicable to installation of domestic and business/development related water, recycled irrigation water, and sewer service connections.
- District operations and departments for service coordination.
- A diverse range of project application requirements.

- Principles applicable to the installation of recycled irrigation meters, improvement districts, the annexation process, assessment districts, special-benefit surcharge areas, subagencies, to determine project requirements and fees.
- Business mathematics.
- Basic understanding of GIS programs.
- Engineering and construction terminology.
- Customer service practices and etiquette.
- 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.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide highly technical support to a diverse range of complex residential, commercial, and industrial projects.
- Interpret, explain, and reach sound conclusions in applying complex District Water and Sewer Rules and Regulations, policies, and procedures regarding water, sewer, recycled water, and service installation.
- Explain the District's fee structure, regulations, and requirements to customers.
- Read and interpret engineering drawings, and maps.
- Perform mathematical calculations quickly and accurately.
- Apply mathematical reasoning.
- Determine and apply proper fee structure and prepare fee calculations.
- Prepare clear, accurate, and concise business correspondence and related documents.
- Maintain sensitive and confidential information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- 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:

- Three (3) years progressively responsible experience providing technical support to a development permitting program, preferably in a municipal or water utility environment.

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by college course work in engineering, mathematics, or a related field. An associate degree in engineering, construction management, or a related field is desirable.

Licenses/Certifications:

- None.

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

Eastern Municipal Water District
Job Title: Development Services Technician II
Last Update: August 2018

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.

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

Approved by:	
Date adopted:	08/01/18
Date modified:	
Reviewed:	IBEW Signature on file
FLSA determination:	Non-Exempt

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Development Services Technician II. 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: _____