



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
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GENERAL PURPOSE

Under general supervision, performs routine technical duties in support of development services or document administration; areas of responsibility include, but are not limited to, single-family residential lots, irrigation services, temporary construction meters, and less complex Tenant Improvements; ensures compliance with District policies and procedures; coordinates activities with external agencies; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This journey-level classification is responsible for receiving, reviewing, and processing requests for new development-related projects which range from routine to less complex. Incumbents at this level perform 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.

This classification is distinguished from the Development Services Aide in that the latter class performs duties to triage, resolve, and/or direct applications based on established guidelines. It is further distinguished from the Development Services Technician II class in that the latter is assigned more complex service applications such as those for multi-residential, major 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.

- Performs routine technical duties in support of development services or document administration; areas of responsibility include, but are not limited to, single-family residential lots, irrigation services, temporary construction meters, and less complex Tenant Improvement; processes applications for new services, relocations, and similar functions.
- 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, schematics, 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 historical records and systems, including the Geographic Information System (GIS), for information about the various facilities, easements, and frontage charges related to existing or new service connections.
- 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 construction plans, or installed services; coordinates with other outside regulatory agencies for their issuance of grading, building, or tenant improvement permits, and Certificate of Occupancy.
- Communicates basic principles related to other department reviews and requirements associated with project requests; 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 scheduling of District installation(s).
- Reviews contractor's insurance certificates and communicates corrections needed to comply with insurance requirements to protect the District's interests.

- 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 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:

- District Water and Sewer Rules and Regulations in assigned areas of responsibility.
- District policies, procedures, and practices applicable to installation of domestic, landscape irrigation, and other water and sewer service connections.
- Basic principles applicable to the installation of recycled irrigation meters.
- Methods and techniques of reviewing applications and establishing service requirements and fee calculations.
- Improvement districts, the annexation process, assessment districts, special-benefit surcharge areas, subagencies, to determine project requirements and fees.
- Business mathematics.
- Basic engineering and construction terminology.
- Basic understanding of GIS programs.
- 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 technical support to development projects in assigned areas of responsibility.
- 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.
- 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:

- Two (2) 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

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.

Eastern Municipal Water District
Job Title: Development Services Technician I
Last Update: March 2020

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:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

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