

CLASS SPECIFICATION
Development Services Technician II

FLSA Status: Covered
Union Representation: Professional and Technical Employees (PTE)

GENERAL PURPOSE

Under general supervision, processes and issues building, trade and construction permits and performs other specialized support and technical assignments of moderate to advanced difficulty; responds to customer inquiries; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Development Services Technicians II are responsible for performing moderate to difficult permit processing tasks using independent judgment and specialized technical knowledge. Incumbents assist developers and projects through the permitting process starting at the planning stage of the project and continuing through the construction and inspection phases. They review development applications, set up required development review processes, and track projects through to permit issuance. Incumbents may also serve as process managers for residential and small commercial projects, and may lead the work of lower level technical and clerical staff.

Development Services Technician II is distinguished from Development Services Technician III in that incumbents in the latter class have considerable latitude for independent problem solving, and lead and coordinate the work of administrative and technical employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Oversees permitting processes for residential and small commercial projects; assists applicants in preparing applications; coordinates all submittals from applicant, monitors the application's progress; calculates fees; maintains complex computer and other related files; completes or verifies completion of the permit review process and issues permits.
2. Responds to customer and public inquiries and complaints; researches, explains and interprets codes, policies, standards, fees, and procedures to members of the public, contractors, and other public or utility organization employees to resolve problems, improve their understanding of City programs and to ensure adherence to procedures; acts as liaison between the applicant and the City; and mediates process related problems between applicants and City staff.
3. Monitors the permit application process and develops statistical reports for the section supervisor; provides supervisor with recommendations for solutions to problems identified in the reports.
4. Evaluates and reconciles fee statements to ensure completeness; recommends credits and refunds to management.

5. Represents the City at issue resolution meetings in the role of process manager.
6. Reviews a variety of plans for conformance with applicable regulations and standards to ensure completeness and compliance with submittal requirements and issuance standards.

OTHER DUTIES

1. Facilitates project, staff, and other meetings.
2. Prepares, schedules and trains technical staff on bureau policies and procedures; assists in the development of Standard Operating Procedures.
3. Establishes, maintains, implements and updates filing and records management systems; applies process improvement principles to assigned areas of responsibility.
4. Collects, analyzes, summarizes and maintains the integrity of programmatic data to improve program effectiveness using computers, source documents, and other records according to established procedures.
5. Through independent onsite visits, collects field data, verifies conditions, takes measurements, notes potential or developing problems, makes recommendations and carries out other duties related to the field visit.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles of effective customer service.
2. Techniques for effective communication and problem solving in emotionally charged situations, and in settings where diverse cultural expectations affect communication.
3. Application of codes, policies, procedures, and regulations pertaining to the permitting process.
4. Federal and state laws and regulations relating to program area; working knowledge of municipal regulating codes pertaining to assigned projects or programs.
5. Architectural, engineering, construction and development terminology and symbols applicable to assigned permit-processing responsibilities.
6. Basic math skills related to assigned areas of work.
7. Standard office practices and procedures including manual and electronic file development and maintenance; specialized data gathering and research techniques; methods and procedures for archiving and retrieving technical documents, maps and drawings.

8. City operating policies and departmental work procedures and quality standards.
9. Techniques and methods of data gathering and research.
10. Complex computer applications and techniques pertaining to the work.

Ability to:

1. Establish and maintain positive and productive interpersonal relationships with a diversity of others; interact effectively to problem solve and partner with citizens and/or contractors; manage and diffuse dissent and conflict; interact cooperatively and constructively with City management and staff.
2. Oversee and coordinate various aspects of permitting projects.
3. Provide knowledgeable, technical guidance and advice to City staff, other government agencies, private businesses and citizens.
4. Operate a computer and use complex applications; and maintain both electronic and manual technical files.
5. Read and interpret technical materials and documents, including various kinds of maps, architectural and engineering drawings, construction plans, and blueprints.
6. Learn and apply local, state or federal codes and regulations.
7. Clearly present technical information in oral, written, graphic or other forms; speak in front of groups.
8. Perform detailed work thoroughly, neatly, accurately and efficiently.
9. Use safety precautions when working at field sites.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school, trade school or vocational school, or G.E.D. equivalent; and four years of progressively responsible development services technician experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

A State of Oregon One- and Two-Family Dwelling Plans Examiner Certification may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 09-19-96 Engineering Technician II (3108) – Customer Support specialty created.
Revised: 07-01-01 Spec revised as part of the COPPEA Classification and Compensation study. Development Services Technician II (6042) class created from the following COPPEA class(es):
3108 Technician II (Customer Support specialty)
Revised: 02-08-06 Spec modified to better reflect current duties.
Revised: 08-01-06 Spec history revised to reflect pre-2001 COPPEA Study history. Spec formatting modified.
Revised: 08-07-06 FLSA status revised from “Non-exempt” to “Covered.”
June 2009 - Change Job Class number from 6042 to 30000333, due to system change.
July 2017 – Updated union name from COPPEA to PTE