

# PLANNING TECHNICIAN

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



<b>Definition</b>
Under general supervision, performs a variety of technical and paraprofessional duties in support of the Community Development Department, primarily related to land use regulations and policies; assists the public at the counter and provides them with technical information related to the issuance of permit applications, including the process and any related fees; checks plans; reviews materials prior to submittal to ensure comprehensive and accurate submittals; uses specialized database and permit tracking management programs; prepares materials for community meeting presentations; conducts research related to planning efforts; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general supervision from assigned management and supervisory staff. Exercises no supervision of staff.
<b>Class characteristics</b>
This is a journey-level class responsible for performing the full range of technical, paraprofessional, and customer support duties related to permit processing and issuance and routine duties relating to planning and zoning. The work has technical aspects, requiring the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. Incumbents are expected to work independently and exercise 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 Planning series in that the latter is responsible for performing a full range of professional-level planning duties. However, this is the paraprofessional position associated with the Planning series. It is distinguished from the Permit Technician by the responsibility for plan review, research, and contributions to development of new zoning regulations.
<b>Examples of typical job functions (illustrative only)</b>
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none"><li>• Performs a variety of technical support duties in support of the City's Community Development planning, zoning, policies, regulations and permit processing operations.</li><li>• Serves as staff for the permit and public counter; provides customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous, respectful, and to actively participate in maintaining a positive customer service environment.</li><li>• Effectively and collaboratively answers questions; reviews handouts/guidelines, explains general procedures, solve problems, or concerns.</li><li>• Within guidelines, interprets and explains policies and regulations accurately and tactfully.</li><li>• Guides the public through the permit application process from inception to completion.</li><li>• Performs preliminary review of permit applications, reviews application materials with applicant to ensure comprehensive and accurate documents and plan submittals as well as compliance with pertinent laws and established criteria; identifies any document gaps and provides information to the customer on what is needed to complete the application.</li><li>• Logs, routes, records, and files various plans and permits; submits plans and drawings to appropriate internal departments; monitors and tracks documents within the system; provides information to the public relating to the status of projects and permits.</li><li>• Prepares staff reports and presentations using graphic design software.</li><li>• Provides staff support at community outreach meetings related to land use planning projects.</li><li>• Researches land use and zoning information using maps, internet mapping applications, mapping software and websites.</li><li>• Uses specialized technology/software in the performance of duties; accesses, enters and updates computerized data and tracking systems to record project information and to generate transmittals and correspondence.</li><li>• Conducts research on properties to identify specific information relevant to permit processing.</li><li>• Performs other duties as assigned.</li></ul>
<b>Qualifications</b>
Knowledge of <ul style="list-style-type: none"><li>• Applicable laws, regulations and codes relating to urban planning sufficient to answer questions and provide information to the public.</li></ul>

- Various zoning and planning procedures and requirements.
- Graphic materials and photography.
- Architectural or engineering drafting skills.
- Building and planning permit processes, procedures, and fee structures.
- Operations and services within the planning, building and engineering functions.
- Methods and techniques of reviewing applications and determining document submittal requirements.
- Business arithmetic and basic statistical techniques.
- Construction and design terminology.
- Research techniques.
- Principles and practices of effective customer service.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

#### Ability to

- Read and interpret plans, specifications, related construction documents and maps.
- Calculate fees for zoning permit applications.
- Perform detailed, technical and specialized planning and zoning support work.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/ interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and statistical computations.
- Review permit submissions for completeness and accuracy.
- Interpret and apply city policies, regulations, ordinances and provisions of the General Plan.
- Read architectural and civil plan drawings.
- Use mapping applications and software.
- Process building permit applications in a timely and accurate manner.
- Explain policies and regulations accurately and tactfully to the public.
- Research property history using database, planning files and City records.
- Respond to the public in a timely manner when inquiring about the status of projects and permits.
- Prepare and maintain accurate records.
- Independently prioritize work.
- Operate modern office equipment including computer equipment and specialized software relevant to work performed.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Graduation from an accredited four-year college or university with major coursework in urban planning, or a closely related field. No experience is required.
- Experience in municipal planning or related field is highly desirable.

#### Licenses and certifications

- None

#### Physical demands

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, before groups, and over the telephone. This is primarily a sedentary office classification although standing 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.

**Environmental elements**

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.