

CLASS SPECIFICATION
Development Services Technician I

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

GENERAL PURPOSE

Under general supervision, performs supportive and technical assignments of standard to moderate difficulty applying technical knowledge in the area of processing applications for a variety of development and related permits including explaining City Code, policies and procedures to the public to achieve understanding, cooperation and compliance with codes; locates and retrieves records and information; researches land-use information and compiles histories; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Development Services Technician I is the entry-level class in the Development Services Technician series. Incumbents perform standard to moderately difficult supportive and technical tasks in permit processing as assigned. Completed work is reviewed for accuracy and compliance with instructions.

Development Services Technician I is distinguished from Development Services Technician II in that incumbents in the latter class perform more complex and difficult permit processing support assignments requiring a more thorough understanding of development review process and technical knowledge. Development Services Technicians II are assigned projects of larger scope, are responsible for tracking various processes and exercise intermediate problem-solving skills. Development Services Technicians I perform more standard to moderately difficult tasks and are more process oriented, typically performing well-defined duties, are assigned discrete portions of a larger project, and exercise basic problem-solving skills.

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. Researches and applies City codes and policies to applications for permits or customer inquiries; explains City codes, policies, procedures, and fees to members of the public, contractors, and other public or utility organization employees to improve their understanding of City programs and to ensure adherence to procedures in routine technical matters; gathers information from customers to help determine which appropriate codes and policies apply.
2. Through onsite visits, collects field data, verifies conditions, takes measurements, notes developing problems, carries out duties related to specific assignments and reports results to supervisor for evaluation.
3. Processes applications for permits, inspections or services and issues work orders and permits.

4. Creates, updates and maintains various databases and MapInfo maps for assigned projects.
5. Determines and calculates charges such as building application fees, sewer rates, zoning application fees and various construction permit fees and records payments; receives and posts payments, processes refunds, and maintains accurate records of fees received.
6. May act as specific liaison on applications for large projects by coordinating submittals from applicants; may serve as designated bureau contact for all processing throughout the project.
7. Interprets and obtains information from plans and maps.
8. Responds to customer and public inquiries; explains and interprets codes, policies, standards, fees and procedures to the public, contractors and other public or utility organization employees to assist in problem solving and improve their understanding of City programs and to ensure adherence to procedures in moderately complex technical matters.
9. Troubleshoots problems; discovers and corrects mistakes made in the permitting process by other employees and applicants; follows up on corrections made in the system.
10. Reviews a variety of plans for conformance with applicable regulations and standards to ensure completeness and compliance with submittal requirements and issuance standards.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Basic City Code, policies, and procedures as they apply to assigned permitting responsibilities.
2. Mathematical calculations required for permitting work; calculating fees, calculating refunds, and basic engineering and/or architectural procedures, symbols and terminology.
3. Standard office practices and procedures for maintaining and setting up both manual and electronic files; basic methods and procedures for archiving and retrieving records and information; and data-gathering and research techniques.
4. City geography and street locations.
5. City operating policies and departmental work procedures and quality standards.

Ability to:

1. Understand and follow written and oral instructions, work under general supervision, and work simultaneously on multiple tasks.
2. Perform detailed work thoroughly, neatly, accurately and efficiently.

3. Perform mathematical calculations, including algebraic and geometric level calculations.
4. Establish and maintain effective working relationships with bureau management and staff, contractors and others encountered in the course of work.
5. Learn and interpret City codes, state rules, regulations, and policies and apply these to a variety of customer requests, including providing technical guidance to City staff, private businesses, other governmental agencies and citizens.
6. Interpret and explain both orally and in writing technical information to the public, specifically City Codes, policies, procedures and regulations.
7. Search and obtain information from such documents as regulations, reports, application forms, manuals, property records, plans, specifications and various kinds of maps, graphs and construction plans; gather, record and analyze data to prepare technical reports, documents and recommendations.
8. Use safety precautions when driving or working at field sites.
9. Make independent decisions, problem solve and work under limited supervision.
10. Learn and use a variety of computer programs, including the ability to maintain electronic files, retrieve and research information from electronic files and databases.
11. Read and interpret various types of maps and site plans, construction plans and documents, with relation to the permit process, or explanation to the general public and customers.

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; 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 required after three years of hire date 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: 01-01-90 Engineering Technician I – Permit specialty created as a result of consolidating the following COPPEA classes:
3105 Permit Technician I (Adopted 02-20-87)
3106 Permit Technician II (Adopted 02-20-87)
3112 Engineering Aide (Revised 05-21-85)
3113 Senior Engineering Aide (Revised 02-15-83)
3115 Engineering Computer Aide (Adopted 06-15-76)
- Revised: 11-01-93 Reformatted specification, changed Permit Specialty to Customer Support.
- Revised: 07-01-01 Spec revised as part of the COPPEA Classification and Compensation study. Development Services Technician (6041) class created from the following COPPEA classes:
3107 Technician I (Customer Support specialty)
- Revised: 08-01-06 Spec history revised to reflect pre-2001 COPPEA Study history. Spec formatting modified.
- Revised: 08-07-06 Revised FLSA status from “Non-exempt” to “Covered.”
- June 2009 - Change Job Class number from 6041 to 30000332, due to system change.
- July 2017 – Updated union name from COPPEA to PTE