



JOB DESCRIPTION

ORGANIZATION: City of Lebanon	LOCATION: Lebanon, OR
DEPARTMENT: Community Development	DATE: July 2021
JOB TITLE: Community Development Technician - Senior	JOB STATUS: Non-Exempt
SALARY GRADE: AFSCME Grade 6	FLSA Exempt: No

PURPOSE OF POSITION: Provide customer service to both the public and City staff members in support of the operations of the Community Development Department (CDD), and Engineering Department.

ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES: *The duties listed below include, but are not limited to, the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. All employees are expected to maintain job proficiency by completing relevant position specific training, and pursuing available and approved professional development opportunities; maintain work area in a clean and orderly manner; maintain regular job attendance and adherence to working hours; follow all City policies; follow all established safety rules and procedures.*

1. Serves as the main point of contact for the CDD including the ePermitting system; assists customers with inquiries and identifying appropriate application process, reviews documentation and calculates fees; coordinates with applicable departments for plan review routing.
2. Provides lead direction of work activities; prioritizes and coordinates work assignments; reviews work for accuracy and content; evaluates projects, activities and processes; monitors work performed to meet agreed upon goals and objectives; reports issues to management for corrective action.
3. Responds to and resolves confidential and sensitive inquiries; provides expert guidance and technical assistance to other departments, the general public, and/or outside agencies; provides information about the application process, building, engineering and land use information, and city development and municipal codes; and serves as the CDD and Engineering representative to the public, other agencies, government jurisdictions, committees and organizations.
4. Reviews, analyzes, and approves certain land use applications including sign permits, temporary use permits, and single-family dwelling reviews for compliance with the development code.
5. Coordinates the System Development Charges (SDC) program including project analysis for fee calculations; development of SDC loan agreements; provides information regarding fee calculation issues; and maintains SDC fee records for reporting requirements.

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6. Maintains financial records; prepares accounts payable/receivable; calculates, posts, and audits financial, statistical, and special reports; and reconciles turn overs and escrow activities.
7. Researches a variety of building, engineering, and land use related issues, such as ownership, zoning, easements, right-of-way, utility requirements, public improvements, and others; collects and compiles data, prepares reports; researches, interprets, and provides information from various resources, such as municipal code, development code, building code, maps, fee schedules, City charter, City processes and procedures.
8. Maintain data of spatial and attribute databases such as addresses and zoning information in the City GIS system. Provide quality control for the GIS internal mapping system; prepare presentation mapping reporting and analysis; and provide GIS-related services for the City's Emergency Operations Center.
9. Performs system administrator duties for the State ePermitting system; implement software changes and upgrades; support and maintain system and data integrity; provide assistance to the public with inquiries and troubleshooting with the state.
10. Performs quality control reviews on documentation and data related to permit processing; recommends and develops procedures; delivers training for staff and customers.
11. Provide administrative coordination to the Engineering Services Department, including quality control for contract documents and agreements, bidding, advertising, and tracking of all documents. Organize, maintain, and electronically track all contracts and related documents.
12. Update the content of the Building, Engineering, and Planning web pages, and develop informational content, notices, flyers, or other media.
13. Develop and sustain positive, cooperative, team-oriented working relationship with supervisor, co-workers, and ancillary staff.
14. Performs other duties as assigned.

MANDATORY QUALIFICATIONS:

Education & Experience:

1. Equivalent to a high school diploma plus additional specialized training.
2. A minimum of four years of applicable experience with a minimum of one years' experience directly assisting the public; or a combination of education or specialized training which would provide knowledge, skills, and ability to perform professional/technical functions while working independently, interacting with the public, maintaining accurate records, and organizing and prioritizing workload.

Licenses & Certificates:

1. ICC Permit Technician Certification or obtain within six months of hire.
2. Notary Public license for the State of Oregon or obtain within one month of hire.

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DESIRABLE QUALIFICATIONS:

1. Previous municipal government experience, specifically within building, planning and/or engineering departments, and/or construction office experience is desirable.
2. Certification in GIS system or direct experience working with ESRI program.
3. Associates degree in a related field or an equivalent combination of education, experience, and vocational training in software system administration and database management, providing the knowledge, skills, and ability to perform the essential functions of this position.

KNOWLEDGE, SKILLS, AND ABILITIES:

The qualities below reflect the working dynamic of the position.

Knowledge of:

1. Laws, rules, regulations, and ordinances affecting City policies and operations.
2. City government administration, organization, functions, and services.
3. Practices, principles, procedures, regulations, and techniques as they relate to assigned area, including building construction, engineering, land use, mapping, and legal descriptions.
4. Customer service principles, practices and techniques.
5. Techniques for providing a high level of customer service to the public and City staff
6. Data gathering, analysis and research
7. Modern office practices and methods, computer equipment, and software applications, and ePermitting system.

Skill in:

1. Interpreting, understanding, and applying technical reports, statutes, rules, and regulations.
2. Evaluating work priorities, procedures, and processes to determine their effectiveness and efficiency.
3. Providing outstanding customer service (internally and externally).
4. Proficient use of Microsoft Office and applicable specialized software.
5. Follow and support directives from management.

Ability to:

1. Interpret, apply, and ensure compliance with applicable policies, procedures, laws, and regulations.
2. Identify and apply appropriate codes and regulations; establish and maintain accurate records.
3. Provide effective motivation, coordination, and evaluation of others.
4. Communicate effectively verbally and in writing; present information, proposals, and recommendation clearly and persuasively.
5. Represent the City positively and effectively in meetings with others.
6. Establish and maintain effective working relationship with those contacted in the course of work.

PHYSICAL DEMANDS OF POSITION:

1. While performing the duties of this position, the employee is required to sit, stand, communicate, reach and manipulate objects, tools, or controls. This position requires mobility.


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2. Duties involve moving materials, typically weighing up to 5 pounds on a regular basis and infrequently weighing up to 25 pounds.
3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work environment is typical of most office environments with telephones, personal interruptions, and background noise.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May oversee the work activities of others in a lead capacity.

SUPERVISION RECEIVED: Works independently, but under the general direction of the Community Development Director in coordination with the Engineering Services Director.



Approved by City Manager

August 2, 2021
July 2021