JOB DESCRIPTION

ORGANIZATION: City of Lebanon  
DEPARTMENT: Community Development

LOCATION: Lebanon, OR  
DATE: January 2015

JOB TITLE: Development Services Technician  
FLSA Exempt: No

PURPOSE OF POSITION: Act as primary contact at the Citizen Services Counter, providing information and assistance for public inquiries related to the Building, Engineering, Maintenance and Planning Departments. Provide necessary support for those Departments to carry out their missions.

ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES: The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

1. Maintains regular job attendance and adherence to working hours.
2. Operates a motor vehicle safely and legally; possess and maintain a valid Oregon Driver’s License with an acceptable driving record.
3. Assists the public at the front counter, by e-mail or by phone regarding building permit requirements, land use applications, Public Works permits, fees, filing procedures and processing, and permit status. Remains current on City, Oregon and Federal Codes as they relate to the building, planning and development process. Assist city staff in the enforcement of local ordinance and in interpreting city codes and master plans.
4. Accept plans, conduct preliminary plan review, assemble essential development information; route plans to appropriate personnel if necessary. Approve and issue over the counter permits. Finalize permits for issuance, determine and calculate fees, including system development charges; prepare lien documents, issue permits, collect fees and coordinate and track development projects for Building, Engineering and Planning Departments. Design, develop and generate statistical reports. Review and purge or archive non-current files in accordance with records retention schedules.
5. Verify data and issue all permits, licenses, registrations and reservations.
6. Coordinate the operations of the customer service counter including recommending procedures and practices that ensures the work flow runs smoothly.
7. Assist the public in evaluating applications submittals for compliance with applicable regulations. Monitor land use applications through approval states; prepare notices and related data as required. Maintains a data base of information for planning purposes. Review and approve residential site plans for building approval. Review and approve all sign permits for compliance with the Development Code. Review building permit applications for compliance with applicable city development criteria and associated land use approval conditions.
8. Review plans for compliance with established specifications and issue right-of-way permits. Maintain department contractor files and records in an easily retrievable manner. Review pre-qualification applications for licensing, insurance and other requirements and monitor expiration dates.

9. Act as the system administrator for the Accela Development Permit Tracking System. Act as City liaison with the State of Oregon for troubleshooting and resolving software issues. Implement software changes and upgrades and problem resolution with Information Technology Department and the State of Oregon. Support and maintain system and data integrity. Implement modifications and enhancements for end users. Respond to end user requests in a timely fashion.

10. Assign addresses to all properties within the urban growth boundary and coordinate with affected agencies. Coordinate with Linn County to assure consistency with assessor map tax lot and account number records. Provide quality control for the GIS internal mapping system. Maintain data of spatial and attribute databases such as addresses and zoning information. Prepare presentation mapping, reporting and analysis; routine and special mapping and analysis requests. Provide GIS-related services for City’s Emergency Operations Center (EOC).

11. Provide administrative support for the Maintenance Department for the City’s Cross Connection and Backflow Prevention Program and the Parks Reservation Program. Maintain all systems data and integrity.

12. Provide administrative support for the Engineering Services Department for the administration of contract documents and agreements, including public improvement contracts, professional services agreements, requests for proposals and quotes, including necessary advertising, bidding, and awarding to final warranty. Develops, coordinates, proofs, edits all contract documents for the Engineering Department. Organize, maintain, and electronically track all contracts and related documents.

13. Prepare accounts payable/accounts receivable as required. Responsible for Grant Billings. Receive and record all payments received at the Community Development Center. Audit receipts and cash on-hand, make deposits and prepare reports as necessary.

14. Develop and prepare a variety of documents including advertisements, agendas, brochures, bulletins, charts, correspondence, flyers, forms, informational handouts, maps, ordinances, policies, posters, power point presentations, press releases, procedures, public notices, reports, tables, and other similar documents.

15. Provide staff support duties such as maintain calendars, schedule meetings, register staff for conferences, meetings and trainings, make appropriate travel arrangements. Provide staff support for City meetings. Receive and process incoming mail and materials; prepare outgoing mail for delivery.

16. Maintain all content of the Building, Engineering, Maintenance, and Planning Department’s, Maps, and Bids and RFPs webpages by creating and updating webpages and documents as needed. Post required items to social media as needed.

17. Purchase and maintain inventory of office supplies for City Hall and Maintenance.

18. Perform Notary duties.

19. Operate modern office machines and equipment including personal computers, small printers, copiers and scanners, large format plotters, copiers, scanners, multi-line phone, postage machine and calculators.
20. Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

MANDATORY QUALIFICATIONS:

Education & Experience:
1. High school diploma.
2. A minimum of three years of applicable experience with a minimum of one year’s 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.
2. Notary Public license for the State of Oregon, or obtain within six months of hire.
3. Possess and maintain a valid Oregon operator’s driver’s license with acceptable driving record within 30 days of hire.

DESIRABLE QUALIFICATIONS:
1. Experience in municipal building, planning, and or engineering department.
2. Associate's Degree in 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 the position.

KNOWLEDGE, SKILLS, AND ABILITIES: The qualities below reflect the working dynamic of the position.

Knowledge of:
1. Advanced knowledge of city and state codes and ordinances as they relate to responsibilities.

Skill in:
1. Interpreting, understanding, and applying technical reports, codes, 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. Use of Microsoft Office, Accela, ArcMap and other applicable specialized software.
5. Following and supporting directives from management.

Ability to:
1. Communicate orally and in writing in a clear and concise manner.
2. Deal effectively with builders, engineers, architects, and the general public.
3. Read, interpret and understand legal descriptions, surveys, assessor maps, civil drawings and construction documents and determine whether proposed construction plans comply with city development standards.
4. Communicate complex state and local construction regulations, city review processes and policies effectively.
5. Respond comprehensively to customer questions related to development.
6. To constantly re-prioritize and manage multiple high priority customer requests.
7. Manage multiple phone line system, multiple e-mail accounts and public information counter.
8. Work independently and make decision with minimal supervision.
9. Establish and maintain effective working relationships with internal and external customers.
PHYSICAL DEMANDS OF POSITION:
1. While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls. And stand for prolonged periods of time while working the front counter. The position requires mobility.
2. Duties involve moving materials weighing up to 25 pounds on a regular basis and may infrequently require moving materials weighing up to 50 pounds.
3. Manual dexterity and coordination are required over 75% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS: The noise level in the work area is typical of most office environments with multi-line phones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position although the position may provide training and orientation to other staff.

SUPERVISION RECEIVED: Works under the general direction of the Community Development Director, in coordination with the Engineering Services Manager and the Maintenance Department Manager.

Approved by City Manager: January 2015