

CITY OF BRISBANE

COMMUNITY DEVELOPMENT TECHNICIAN

Definition

Under the direct supervision of the Community Development Director and the general supervision of the Senior Planner, provides routine and complex administrative support to the Director; provides routine information related to building permits, development review, zoning, the General Plan, and special departmental programs; and assists the public in completing applications and other required forms.

Class Characteristics

This is an experienced level class in which incumbents with well developed office skills and some familiarity with planning, building and/or other development review concepts become competent to perform the day-to-day responsibilities of providing development, housing and building information to the public, processing plans and permit applications, providing technical support to departmental staff, in addition to performing administrative duties to ensure the efficient service of the Community Development Department. Responsibilities require the frequent use of tact, discretion, and independent judgment, as well as a knowledge of departmental and City activities. The work has many technical aspects, requiring the interpretation and application of policies, procedures and regulations and may involve extensive public contact. This class is distinguished from the planner classes in that the latter is a professional and/or technical specialist in the area of expertise, while this class provides support to all functional areas.

Examples of Duties (Illustrative Only)

- Provides information regarding development, planning, zoning, permit requirements, code enforcement and related processes to developers, contractors, property owners and the public at the counter or over the telephone
- Interprets and applies specific codes, rules and regulations related to the development review process, including building, planning, and code enforcement.
- Identifies and resolves customer problems; directs the public to the proper department or determines and provides the information required.
- Provides administrative support to the Planning Commission; prepares and distributes agendas, legal notices and various reports; arranges public hearings and meetings, sets up meeting chambers, as needed; and supervises the preparation of meeting minutes.
- Maintains Planning Commission minutes and public records in accordance with professional standards.
- Manages department budget and consultant contracts, prepares and processes invoices for payment; and oversees department payroll preparation and processing.
- Tracks and monitors the status of development applications and code enforcement actions; and prepares periodic reports and studies, as required.
- May perform field studies, make presentations, and perform research on codes and ordinances; and prepare reports, as required.
- Maintains and updates the Departmental website on a routine basis.
- Maintains department and professional staff calendars; schedules conferences and meetings; and coordinates department activities.

Qualifications

Knowledge of:

Community Development Technician

Page 2 of 3

- Policies and procedures related to the development review, plan checking and building permitting process.
- Basic planning, building and zoning principles and practices.
- Codes, regulations, policies, technical processes, and procedures related to work.
- Standards for analytical reports and complex land use regulations.
- Standard office administrative and secretarial practices and procedures, including filing and the operation of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, graphics, presentation, database and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques
- Techniques for dealing effectively with the public and City staff via email, in person and over the telephone.

Skill in:

- Providing varied and responsible secretarial and administrative work requiring the use of independent judgment, tact, and discretion.
- Interpreting and implementing policies, procedures, technical processes, and computer applications related to the department.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Establishing and maintaining a records management system for the department.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, setting priorities, meeting critical deadlines, and following-up on assignments with a minimum of direction and with frequent interruptions.
- Taking a proactive approach to customer service issues.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Rapid note-taking and accurate transcription of own notes.
- Word processing at a net speed of 35 words per minute from printed copy.

Education and Experience

Equivalent to graduation from high school and two years of office support experience, which has included explaining procedures and regulations, preferably in a public agency setting. Possession of a Bachelor's Degree or technical training in land use, urban planning, architecture, public administration, building technology or a closely related field is desirable. Experience in a planning, building, contracting, public works or related field is highly desirable. Education may be substituted for experience on a year-for-year basis.

Licenses:

Possession of a California driver's license and a satisfactory driving record.

Physical Demands:

Must possess the mobility to work in a standard office setting and use standard office equipment, including a computer, and to travel to different sites or locations and carry up to 20 pounds; vision to read

Community Development Technician

Page 3 of 3

printed materials and computer screen; and hearing and speech to communicate in person and over the telephone.

Approved Date: September 10, 2001

Resolution: 2001-83

Revised Date: June 18, 2014

Resolution: 2014-23

Bargaining Unit: General Employees Association

Resolution: 2001-20

Former Titles:

Abolished: