

COUNTER/RECORDS TECHNICIAN

GENERAL PURPOSE

The Counter/Records Technician is a para-professional, public service and information/data management position which performs a variety of public information, records management, code compliance, administrative and clerical functions in support of the City's development services activities. The position requires extensive contact with the public, and interaction with and support to the Planning, Public Works, and Building Departments. Records management includes maintenance of computerized Geographic Information Systems (GIS), land use database, and permit tracking software programs.

SUPERVISION RECEIVED

Reports to the Community Development Director. Works under the general supervision of the Community Development Director and Associate Planner, as well as the Public Works Director and Building Official.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform a variety of planning, zoning, public counter and administrative duties, including providing information and accepting applications at the public counter; processing certain minor applications; responding to telephone requests for information and appointments; carrying out legal public noticing activities; conducting field work and investigations; and data entry, retrieval and management related to computerized database, permit tracking and GIS software programs, as well as paper files.

At the public counter and over the telephone, provide basic zoning information and explain zoning ordinance and certain municipal code provisions and the development review process to the public.

Inform the public and process minor applications on matters pertaining to applications for development, home occupation use permits, sign permits, sidewalk sale permits, temporary banner/signage permits, home occupation use permits, tree removals, boat storage, memorial benches, encroachment permits, business licenses, building permits and so forth.

Explain basic zoning district development standards, permit requirements, and land use regulations to the public, such as setbacks, height limits, density, parking, and use regulations.

Perform basic code enforcement duties, including responding to citizen complaints, field surveillance to identify violations of zoning and other development regulations, investigations and information to violators, documentation, and referral to appropriate staff. As directed, review and determine development project compliance with conditions of approval.

Assist the Public Works Department with preparation and release of bid documents for city public works projects, activities related to the weed abatement program, and other administrative support duties as assigned.

Maintain the planning department development application case files, maintain computerized permit tracking, land use database, and Geographic Information Systems (GIS) software.

Prepare maps, exhibits and reports using GIS and land use database software.

Work with, assist and support the efforts of Planning, Public Works and Building Department staff, with primary job functions in the Planning Department.

Provide back-up support to receptionist on city telephone/voice mail system.

Perform other related clerical and administrative duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Education and Experience:

(A) Education equivalent to graduation from high school, plus two years practical work experience involving general office practices, public relations and communication, and/or computer word processing, GIS, database, and other software programs. A Bachelor's degree in planning or a related field may substitute for the requirement for two years of practical experience.

(B) Any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of computers and electronic word and data processing; modern office practices and procedures.

(B) Skill to proficiently learn and operate listed tools and equipment.

(C) Abilities:

Ability to interact and communicate with the public in a helpful, positive, fair, tactful, resourceful, courteous and effective manner, while providing accurate information regarding city ordinances and the development process, over the public counter, on the telephone, and in the field.

Ability to read, learn, understand and effectively and accurately explain zoning ordinance, municipal code provisions, policies and procedures to the public, including the ability to make and carry out appropriate judgements regarding referral of certain situations to other departmental and city staff.

Ability to read and understand site and building development plans.

Ability to use a computer and learn various word processing, database, spreadsheet, permit tracking, and GIS computer software programs.

Ability to perform arithmetic calculations and analyses; ability to write concise and accurate reports and correspondence; ability to keep accurate and detailed records both on computer and in paper files.

Ability to establish and maintain harmonious, effective and appropriate working relationships with other city staff, management, elected officials, applicants, and the general public.

Ability to work and use good judgment under stressful conditions and with frequent interruptions.

Ability to learn and appropriately employ various conflict management and conflict resolution techniques.

Ability to organize information and prioritize work.

SPECIAL REQUIREMENTS

Possession of at time of hire and continued maintenance of a valid California driver's license and a safe driving record.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, database, GIS, permit tracking software; telephone including main city switchboard/voicemail system, pen/pencil, calculator, rulers, postage machine, fax machine, copy machine, light meter, noise meter, motor vehicle.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Some outdoor/field work is required to post public notices, observe zoning and other code violations, inspect properties and development projects for compliance with codes and conditions of approval, and to attend off-site meetings. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

While performing the duties of this job, the employee is frequently required to stand or sit, drive a motor vehicle, walk, talk and hear, use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. Hand-eye coordination is necessary to operate computers and various office equipment. The employee must frequently retrieve files, and must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, for detailed computer work, reading, and field work. The noise level is usually moderately quiet, although it can be moderately noisy at the public counter.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related to, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: 8/14/97