



Planning Technician

SUMMARY

Under direct supervision and with an emphasis in customer service, performs a variety of technical and administrative assistance in support of the Town's Planning Division; provides information and assistance to members of the public at the information counter regarding zoning and permitted uses, application procedures, and other planning related matters; performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Planning Manager. No direct supervision of staff is exercised.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Evaluates a variety of applications and proposals for completeness; maintain appropriate logs of plan applications processed.
- Screens calls, visitors, and mail; responds to complaints and requests for information; enters and tracks public calls into appropriate computer databases; directs callers to appropriate Town staff via switchboard; assists public at front counter and directs public to appropriate locations/staff.
- Assists in the preparation of Planning Commission agendas and meeting minutes; posts and uploads to the Town website; delivers agendas and exhibits to Commissioners; compiles information for public records requests.
- Provides technical support to planning staff by conducting research; Provides required information for specific meetings; assist in the preparation and review of meeting minutes.
- Answers general questions and provide information to the public; research information; interpret data and explain requirements, regulations, and procedures; assist with inquiries pertaining to current or comprehensive planning.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Researches, collects, compiles, records, and summarizes technical data; assist with documentation for projects and presentations; maintain planning, statistical, photographic, and historical records.

- Assembles data needed to issue permits; work with applicants to ensure consistency of applications with Town regulations.
- Assists in the enhancement of the departments record keeping system by organizing and computerizing files.
- Reviews reports for completeness and accuracy.
- Performs environmental analysis activities; assess project compliance with regulations and guidelines; prepare a variety of documents as assigned.
- Participates in a variety of special projects as assigned.
- Performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is an entry-level class in the professional planning series that provides technical, clerical, and administrative support activities to the planning department. The incumbent follows routine procedures and guidelines in the application of prescribed duties and works under close supervision with work frequently reviewed by a superior. Responsibilities include providing a range of routine, clerical and administrative support, customer service to the public at the front counter and on the telephone regarding policies and procedures, status of ongoing projects, zoning regulations, permit requirements, assisting with routine planning, zoning, and other related functions encountered by the Town. This class is distinguished from the Assistant Planner in that the latter requires a higher level of knowledge and skill pertaining to professional planning.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Equivalent to completion of twelfth (12th) grade and two (2) years of administrative or general clerical experience with at least one (1) year of dealing with the public.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Principles, practices, and procedures related to urban and regional planning, development, and zoning administration.
- Geographic, socio-economic, transportation, political, and other elements related to urban planning.
- Comprehensive plans and current planning processes and the development process.
- Applicable Federal, State, local laws, codes, and regulations, as well as Community Development program rules and requirements and related reports.
- Researching and reporting methods, techniques, and procedures.
- Recent developments, current literature, and sources of information related to planning and zoning.
- Modern office methods, practices, procedures, and equipment, including computer hardware and software necessary for graphic presentation, mapping, and database management, including Microsoft Office, Microsoft Project, Town permitting software, and basic GIS concepts and applications.

- Modern office administrative and secretarial practices and procedures.
- Business letter writing and the standard format for reports and correspondence.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service the public, vendors, contractors, and Town staff, in person and over the telephone.

Ability to:

- Learn Town ordinances, codes, and regulations pertaining to assigned area of responsibility.
- Learn current literature, information sources, and research techniques in the field of urban planning.
- Interpreting and applying administrative and departmental policies and procedures.
- Responding to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Preparing clear and concise reports and correspondences.
- Maintaining accurate records and filing systems.
- Typing and entering data with speed and accuracy.
- Organizing and multitasking assignments to meet deadlines.
- Operating a computer including standard software and some specialized software.
- Using tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establishing and maintaining effective working relationships.
- Communicating clearly both verbally and in writing.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect Town development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen, and make inspections; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*