

TOWN OF PORTOLA VALLEY
Development Review Technician I / II
Approved by Town Council June 23, 2021

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Performs responsible technical and administrative work in development review services including Planning, Building, and Public Works; assists the public at the counter, on the phone, over email, and other communications methods; provides technical information related to the application for and issuance of permit applications; accepts plans, calculates fees, routes and processes applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Planning and Building Director. May receive functional or technical direction from the Senior Planner or Senior Development Review Technician. Exercises no supervision of staff.

DISTINGUISHING CHARACTERISTICS

Development Review Technician I - This is the entry level class in the Development Review Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Development Review Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Development Review Technician II - This is the journey level class in the Development Review Technician series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Perform a variety of customer service and technical duties in support of the Town's Planning, Building, and Public Works permit processing operations.
- Provide customer service at the front counter, by phone, email, virtual meeting, and other communications methods; demonstrate a willingness to be attentive, understanding, responsive, fair, courteous and actively maintain a positive customer service environment.
- Within guidelines, interpret and explain policies and regulations accurately and tactfully.
- Receive appropriate application plans and materials; route plans to appropriate departments, consultants, and agencies; log, monitor and track reviews; and issue permits.

Town of Portola Valley
Development Review Technician I / II Job Specification
Approved June 23, 2021

- Perform preliminary review of permit applications, review application materials with applicant to ensure comprehensive and accurate documents, identify any document gaps and provide information to the customer on what is needed to complete the application.
- Calculate, receive and process fees for permits and other payments as required.
- Schedule inspections for building, planning, and public works; maintain an inspection log.
- Oversee deposit accounts for applications; review and approve payments to consultants; track expenses to ensure sufficient funds are on deposit; request additional funds to cover expenses; authorize refunds.
- Perform routine plan reviews for conformance with planning requirements on behalf of the Planning Division when a planning permit is not required; process and approve routine staff level site development permits.
- Review and approve minor permits such as fences, zoning permits and horse keeping permits.
- Coordinate with staff or consultants conducting code enforcement activities; respond to less complex code enforcement issues.
- Conduct field investigations as necessary to ensure conformance with regulations and conditions.
- Use appropriate equipment and technology such as multi-line phone, permit tracking software, electronic plan review software and Geographic Information System.
- Perform technical duties in support of the Planning Commission, Architectural and Site Control Commission, and other related committees including, but not limited to, preparation of agendas, meeting notices, packet preparation, web posting, room set-up, and finalization of minutes and resolutions.
- Contribute to preparation of informational handouts for the general public regarding the Town's codes and policies.
- Create maps and gather geographic data utilizing the Town's Geographic Information System.
- Type, proofread and word process a variety of correspondence, letters, forms, minutes and documents from rough drafts and verbal instruction; compile data and prepare various reports.
- Assist in a variety of department operations and perform special assignments as assigned.
- Respond to emergency situations as required.
- Builds and maintains positive working relationships with co-workers, consultants, other Town employees, and the public using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Concepts of local development review and permitting.
- Proper use of English for business and report writing; proper use of spelling, punctuation and grammar
- Office administrative practices and procedures.
- Customer service principles.
- Modern office procedures, methods, and computer equipment and software.

Ability to:

Development Review Technician I

- Learn and apply concepts of construction, architecture, landscaping, and grading as they relate to permit processing in the Town.
- Learn Town policies and procedures and consistently implement them.
- Learn to read and understand architectural and civil plans, maps, and specifications to ensure accuracy.
- Conduct inspections to determine and evaluate site conditions.
- Maintain accurate records of work performed.
- Research, compile, analyze, interpret and prepare a variety of reports.
- Prepare correspondence and memoranda.
- Make accurate mathematical calculations and complete financial record keeping and reporting.
- Effectively respond to requests for information from staff and the public.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.
- Operate modern office equipment (e.g., computers, copy machines, etc.).
- Type or enter data on a computer at a speed necessary for successful job performance.
- Maintain accurate records and files.

Development Review Technician II (in addition to above)

- Explain the Town's Municipal Code, General Plan, and other policies and procedures.
- Understand complex construction plans, maps, and materials.
- Respond to and assist in the resolution of difficult and sensitive development related inquiries and complaints.
- Participate in the development of website content, informational handouts and other communications materials.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize multiple tasks in an effective and timely manner.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education: A Bachelor's degree from an accredited college or university with major course work in land-use planning, real estate, construction management or a related field.

Licenses or Certificates: Possession of, or ability to obtain, a valid California Driver's License; Individuals that do not meet this requirement due to a disability will be reviewed on a case-by-

Town of Portola Valley
Development Review Technician I / II Job Specification
Approved June 23, 2021

case basis. ICS 100, 200, and 700 certification. ICC Permit Technician Certificate desired but not required.

Experience

Development Review Technician I – Internship, construction, office, or customer service experience is desirable.

Development Review Technician II – Two years of increasingly responsible experience performing technical development review activities similar to that of a Development Review Technician I with the Town of Portola Valley.

FLSA STATUS

This classification is non-exempt from the Fair Labor Standards Act (FLSA).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Standard office setting. CONTINUOUS work indoors in close proximity to co-workers and members of the public; OCCASIONAL work outdoors and in varying temperatures. Work schedule is either a standard 40-hour work week during core business hours (8:00 am to 5:00 pm) or a 9/80 schedule. For the 9/80 schedule employees are required to work nine hours (for example from 7:30 a.m. to 5:30 p.m.) for eight work days, eight hours on a ninth work day, with the tenth day off (alternate Fridays off). Work from home and/or flexible schedule may be allowed at the Discretion of the Planning and Building Director in compliance with the Town’s adopted policy. Work schedule may include after-hours meetings and occasional weekend meetings/events. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure. Work is performed indoors in office and in meeting rooms, occasional assignments outside and field visits in hilly terrain.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. OCCASIONAL squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

EMERGENCY DISASTER SERVICE

All Town employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the Town requires the

Town of Portola Valley
Development Review Technician I / II Job Specification
Approved June 23, 2021

affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.