

DEVELOPMENT SERVICES REPRESENTATIVE I-II

DEFINITION

Under direct to general supervision, performs a variety of administrative, office support, and records management tasks for the Development Services unit of the District; receives, reviews, and processes developer and property owner requests and application submittals for pre-planning, planning, plan check and inspection that include water, recycled water, sewer, landscape irrigation, fire hydrant construction meters, fire flow tests and other services; calculates engineering related fees and deposits; schedules inspections; sets up project files and project accounts; researches, provides information, and responds to questions and/or problems; maintains databases, records, and files; extracts and maintains reports; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct (Development Services Representative I) to general (Development Services Representative II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Development Services Representative I: This is the entry-level classification in the Development Services Representative series. Initially under close supervision, incumbents learn and perform routine office support, customer service, and/or record keeping duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II level but are not expected to function at the same skill level and typically exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Development Services Representative II: This is the fully qualified journey-level classification in the Development Services Representative series. Positions at this level are distinguished from the I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Development Services Representative in that the latter provides technical and functional direction to lower-level support staff and is responsible for performing the more complex aspects of the work assigned to the unit.

Positions in the Development Services Representative class series are flexibly staffed; positions at the II level are normally filled by advancement from the I level. Progression to the II level is dependent on satisfactory work performance, (an overall performance rating of “exceeds standards” or higher on most recent annual performance evaluation is required) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications, and management approval for progression to the II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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 typical functions of the job.

Positions at the Development Services Representative I level may perform some of these duties and responsibilities in a learning capacity.

- Serves as a representative to the public and outside agencies; screens emails, office calls, and visitors; provides information and assistance; receives and researches customer complaints and customer account issues; resolves or refers complaints and issues to other District staff for resolution; assists the public and other District staff in interpreting and applying District policies and procedures.
- Coordinates and schedules inspection requests; schedules pre-construction meetings; prepares daily schedules for inspectors; compares inspector timecards with schedules for accuracy ensuring proper designation of accounting codes.
- Checks in plan submittals; verifies necessary items have been received; sets up project numbers and project file; transmits plans to reviewer and schedules reminder notices for plan review and due dates; sets up meetings for discussion of comments; sends forms to customer for due diligence, studies, plan check, and inspection; checks out plans to customers; transmits plans and redlines to engineering for final review.
- Receives requests for water, recycled water, sewer, landscape irrigation, and connections; assists customers in completing applications.
- Reads and interprets engineering drawings, plans, and records to verify application information.
- Reads and interprets boundary maps to determine sub-agency involvement.
- Receives and transmits fire hydrant meter applications for approval; routes approved application to Customer Service and Information Technology; determines whether meters are required; resolves location problems for meter sets.
- Accepts and processes plans for plan check and inspection.
- Performs various accounting support work such as determining and calculating required engineering related fees, and/or deposits based on infrastructure requirement, and applicable water and sewer rules and regulations, processing, reconciling, and verifying payments received, and preparing, reviewing, and processing invoices; explains fee and billing rates and practices; works with other departments to research and resolve billing and payment issues.
- Prepares and processes a variety of correspondence, forms, applications, letters, spreadsheets, maps, and other documents for review, approval, tracking, and/or recordation.
- Verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of materials submitted.
- Sets up, organizes, monitors, and maintains accurate and detailed databases, spreadsheets, project files, customer accounts, and records; verifies accuracy of information, researches discrepancies, and records information; ensures compliance with District Records Policy and retention guidelines including archiving, scanning, and destructing files.
- Researches and compiles data from various sources and generates reports according to established procedures and practices.
- Schedules and coordinates various meetings between District staff and customers, developers, and/or contractors; may attend meeting, create agenda, and take and maintain meeting minutes.
- Performs a variety of office support duties such as opening and routing mail, ordering and maintaining equipment, office supplies, and other related supplies.

- Reads, understands, and ensures compliance with the District Safety Manual; attends safety meetings, as required; reports all accidents, violations, or infractions to the supervisor.
- Performs related duties as required.

QUALIFICATIONS

Positions at the Development Services Representative I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Operations, services, programs, and processes of the department to which the position is assigned.
- Basic engineering and construction terminology.
- Research, data collection, and reporting techniques, methods, and procedures.
- Business correspondence writing and the standard format for reports, correspondence, agendas, and related documents.
- Methods of preparing and processing various records, reports, forms, and applications.
- Business arithmetic.
- Record keeping and filing system methods, principles, and practices.
- Applicable federal, state, and local laws, codes, and ordinances and District policies and procedures relevant to area(s) of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform administrative, office support, and records management tasks for the Development Services unit of the District with accuracy and speed.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Research, summarize, and present information and data in an effective manner.
- Reviews plans and documents for conformance to District standards and regulations.
- Prepare and process various correspondence, forms, applications, letters, spreadsheets, maps, and other documents for review, approval, tracking, and/or recordation.
- Respond to and effectively prioritize multiple phone calls and other requests for information and/or service.
- Make accurate mathematical computations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand, interpret, explain, and apply all pertinent laws, codes, and ordinances and District policies, procedures, and work standards relevant to work performed.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to the completion of the twelfth (12th) grade supplemented by general office, clerical, or secretarial training.

Experience:

Development Services Representative I

- One (1) year of increasingly responsible clerical support experience involving customer service.

Development Services Representative II

- Three (3) years of increasingly responsible experience involving public contact duties related to development processing, building, and/or engineering, processing building plan checks and permits, or equivalent and related responsibilities to experience as a Development Services Representative I.

Licenses and Certifications:

None.

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; frequent interaction with District staff and the general public.

PHYSICAL

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

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

HEARING

Hear in the normal audio range with or without correction.