

SENIOR DEVELOPMENT SERVICES REPRESENTATIVE

DEFINITION

Under direction, plans, leads, and performs a variety of highly responsible technical and complex administrative tasks of a specialized nature for the Development Services unit of the District; receives, reviews, and processes developer and property owner requests and application submittals for water, sewer, landscape irrigation, fire hydrant construction meters, and other services; administers the District's connection fee program; sets up, monitors, and closes out project files and developer 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 direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Development Services Representative series. Incumbents work under direction and exercise a high level of discretion and independent judgment in performing the full range of technical and complex administrative tasks of a specialized nature to support the work of the Development Services Section. Work requires in-depth knowledge of District functions, and specialized knowledge of the technical aspects of the Development Services Section including policies, procedures, rules, and regulations applicable to installation of domestic, commercial, landscape irrigation, and other water and sewer service connections. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

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.

- Plans, leads, and reviews the work of staff responsible for performing a variety of administrative, technical, and office support and records management tasks for the Development Services Section of the District; motivates team and individual performance; provides feedback to the supervisor on performance of assigned staff.
- Assists in developing and revising work processes in the unit; promotes and ensures a high performance, customer service-oriented work environment which supports achieving the Department's and the District's mission, strategic plan, goals, and objectives.
- 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.
- Administers the District's connection fee program; researches, analyzes, and calculates fees in

order to quote domestic and/or commercial water and sewer connection fees, including related engineering information, to prospective customers.

- Sets up, monitors, and closes out developer accounts including estimating future inspection costs and monitoring account balances to ensure sufficient funds are available; prepares and processes notice of completion; collects payments; gathers required documentation and coordinates close-out of account with the Finance Department.
- Oversees the plan check submittal process; verifies necessary items have been received; sets up work order 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, plan check, and planning; checks out plans to customers; transmits plans and redlines to engineering for final review.
- Receives requests for water, sewer, and landscape irrigation services and connections; assists customers in completing applications.
- Reads and interprets engineering drawings, plans, and records to identify service location, lateral location, and installation and connection requirements;
- Reads and interprets boundary maps to determine sub-agency involvement, improvement districts, annexation requirements, special area surcharges, and assessment district credits.
- Prepares and processes a variety of correspondence, forms, applications, letters, spreadsheets, maps, and other documents for review, approval, tracking, and/or recordation.
- Oversees inspection application submittal process; verifies and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures; reviews and notarizes documents; 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, compiles, summarizes, and interprets data from various sources and generates reports according to established procedures and practices.
- Schedules, coordinates, and attends various meetings between District staff and customers, developers, and/or contractors.
- 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

Knowledge of:

- Principles of providing functional direction and training.
- Applicable federal, state, and local laws, codes, and ordinances and District policies and procedures relevant to area(s) of responsibility.
- Operations, services, programs, and processes of the department to which the position is assigned.
- Improvement districts, the annexation process, and assessment districts
- Processes and procedures for bonding, plan/plan check review and approval.
- Basic engineering and construction terminology.
- Research, data collection, basic analyses, 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.
- 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:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Lead and perform a variety of highly responsible technical and complex administrative tasks of a specialized nature for the Development Services Section of the District with accuracy and speed.
- Understand, interpret, explain, and apply all pertinent laws, codes, and ordinances and District policies, procedures, and work standards relevant to work performed.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Research, summarize, interpret, and present information and data in an effective manner.
- Review 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 and financial computations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent 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:

- Five (5) years of increasingly responsible experience involving public contact duties related to development processing, building and/or engineering, and/or processing building plan checks and permits.

Licenses and Certifications:

- Possession of a commission as a Notary Public within twelve months from date of hire, as required by position.

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.