



CITY OF BIG BEAR LAKE

DEVELOPMENT SERVICES SPECIALIST

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, performs a variety of technical and related office work associated with the building and planning permit process; calculates fees and issues permits; receives and tracks various related applications; provides information to the public and performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

The **Development Services Specialist** is the journey level class and is expected to perform the full range of duties assigned with only minimal instruction. The incumbent is responsible to ensure compliance with City Codes and pertinent State/Federal laws and exercise independent judgement under established departmental guidelines and procedures. This position will work with both internal staff, representatives of other agencies and members of the public.

SUPERVISION RECEIVED/EXERCISED:

General supervision is received from management staff within the Development Services Department. Incumbents of this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Assists the general public at the Building & Safety counter, by phone or email regarding general building permit requirement inquiries.
- Receives and reviews building permit applications from customers; assesses scope of project and relevant permit requirements; calculates plan check and permit fees specific to the building permit application; informs customers regarding necessary permits and general code compliance of proposed projects.
- Coordinates building & safety inspection scheduling with building inspectors; maintains building inspection files and records; issues and tracks building permits and their status in a computer software system.
- Assists building inspectors in retrieving and compiling inspection requests; performs support duties for building inspectors and planning staff as requested.
- Assists the general public at the Planning counter and over the phone with planning related questions by providing basic information on zoning and the City's General Plan.
- Receives planning applications and plans submitted for plan check; verifies accuracy and completeness of the documents; calculates applicable fees, receives, logs, routes, and tracks the applications and plans for processing.
- Prepares and distributes a variety of documents, including contracts, reports, letters and memos regarding building & safety inspections, zoning and permits.
- Scans and files permits and plans to ensure compliance with the City's Records Retention Policy.

- Plans, organizes, and carries out assignments from management staff with minimal supervision and direction.
- Demonstrates an understanding of applicable policies, procedures, and work methods associated with assigned duties.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, consultants and members of the public.
- Performs other related and peripheral duties as required and necessary for the successful performance of this job.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged or intermittent sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone and personal service. The ability to lift, drag, carry and push files, paper, documents and supplies weighing up to 25 pounds also is required. The employee may occasionally be required to travel to different sites and locations; when working outdoors the incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, ice, and heavy vehicle traffic. The noise level in the work environment is usually quiet to moderate when indoors and moderate to loud when outdoors.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

A bachelor's degree in public administration, or a related field from an accredited college/university is desirable. A high school diploma or equivalent is required; in addition to, any combination of experience that has provided the knowledge, skills and abilities for a Development Services Specialist. A typical way of obtaining the required qualifications is by having experience working at a public counter processing permits, reviewing plans and related clerical duties. Possessing experience in customer service functions in a government setting is also highly desirable. Strong attention to detail, organizational skills and the ability to multi-task is required.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Operations, and activities of a building services program; knowledge of building codes; basic housing construction methods and terminology; basic symbols and conventions found in construction plans and blueprints; zoning ordinances and principles of planning practices; organization and departmental procedures and processes; basic principles of mathematics; modern office procedures, practices, and equipment operation, including a computer and applicable software; methods and techniques for record

keeping and records management practices; report preparation and writing skills; proper English, spelling, and grammar; and standard safety practices.

Ability to:

Understand, explain and apply City codes, regulations and rules regarding issuing permits; follow the proper techniques to read and review building and housing blueprints and plans specifications for conformance with all applicable codes and government regulations; interact effectively with the public and employees; identify problems, evaluate alternatives and make logical decisions; acquire a working knowledge of other departmental programs; interpret and apply administrative and departmental policies and procedures; work effectively with management, staff, other governmental agencies, and the public; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable Federal/State laws, codes, and regulations; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; ability to work effectively in a fast paced environment; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; be able to plan, be well organized, work well under pressure, be proactive, discreet and able to maintain confidentiality on appropriate issues.

Skill to:

Operate standard office equipment, including a computer and variety of word processing, spreadsheet and various other applicable software and database applications.