

**OFFICE /PLANNING TECHNICIAN****Definition**

Under general supervision, provides a variety of complex and technical office administrative support work primarily to the Building/Planning Department, assist Finance and other Departments. Assist customers at the counter; prepares, processes and distributes a variety of reports, records and other documents; and performs related work as assigned.

**Class Characteristics**

This is the specialist level in office support with responsibility including the performance of complex or difficult office support work requiring the use of independent or the application of technical knowledge and/or related skills. Lead direction of others is not a regular part of the job although project or relief leadership may be required.

**Examples of Duties** (Illustrative Only)

- Answers telephone and assists the general public
- Perform general support services to all departments
- Receive building plans for permit processing
- Receive and issue planning permits
- Calculate, process and issue a variety of construction permits
- Explain ordinances and procedures to contractors, developers and the general public
- Schedule inspection requests
- Present and explain basic permit requirements and restrictions to architects, contractors, builders and the general public.
- Present and explain correction items needed on construction plans and planning documents
- Attend monthly Planning Commission Meetings and record minutes of the meeting
- Prepare agenda and minutes for Planning Commission
- Process accounts payable for the City, process purchase orders, enter and verify invoices for payment, and prepare warrant report
- Assist with utility billing
- Orders and maintains necessary forms and supplies for the department.
- Receives and distributes mail and processes outgoing mail on a daily basis.
- Maintains accurate records and files.
- May perform special assignments as requested
- Perform related duties as assigned

**Qualifications****Knowledge of:**

- Office administrative practices and procedures, including records management and inter-departmental work coordination.
- Applicable regulations, policies and statutes.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work, including Microsoft suite applications

- Standard office practices and procedures, including records management and the operation of standard office equipment (Computer, 10 key calculators, fax and printer machines).
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

**Ability to:**

- Perform technical, detailed and responsible office support work.
- Interpret, apply and explain policies, procedures and regulations.
- Analyze and resolve various office administrative problems.
- Organize own work, set priorities and meet critical deadlines.
- Make sound, independent decisions within established procedural guidelines.
- Compose correspondence independently or from brief instructions.
- Compile and summarize information to prepare clear and accurate reports.
- Maintain accurate records and files.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Type at a rate of 40 net words per minute.

**Education and Experience:**

Equivalent to graduation from high school and three years of general office administrative or secretarial experience. College level course work or technical training in a related field and experience in dealing with the public, accounts payable, planning or construction related training is desirable.

**Must:**

Posses a valid California Driver's License.