

**COMMUNITY DEVELOPMENT DEPARTMENT  
PLANNING DIVISION  
PLANNING TECHNICIAN**

**GENERAL DUTIES:** Under general supervision of the Planning Division Manager, provides para-professional, technical and support assistance in the development and implementation of planning division activities. Provides land use and planning information and assistance to developers, the business community, and the public. Assists City boards, commissions and committees. Provides responsible, varied, and office administrative assistance for department associated supervisory and professional staff members.

**GENERAL REQUIREMENTS:**

**PERSONAL APPEARANCE** - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

**ATTENDANCE** - Follows department/City policy in regards to punctuality and attendance.

**COMPLIANCE WITH WORK INSTRUCTIONS** - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

**SAFETY** - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

**INTERNAL RELATIONS** - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**CUSTOMER SERVICE** - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Transcribe and compose correspondence, documents, minutes, reports, forms and /or data from rough notes, recordings, dictation and/or oral instructions.
2. Prepare public information materials, meeting agendas and public hearing notices; assist with the preparation of staff reports for development proposals; prepare reports, charts and other materials necessary to accomplish departmental goals.

3. Perform basic calculations such as those required for plan checks and for tabulating statistical data; assist in gathering and tabulating data on population, land use, and design criteria as needed.
4. Prepare and update zoning maps, land use maps, and other related graphics based upon data obtained from public records and staff direction.
5. Establish and maintain the Planning Division files; perform clerical duties in support of assigned functions. May research files and records for various departments or the public.
6. Greet the public at the counter in a courteous and professional manner while providing customer service information in response to citizen, developer and general public requests concerning planning applications, zoning and fee requirements, departmental and City regulations, policies and procedures.
7. Initial review of applications for zoning variances, use permits, site approvals, etc.
8. Investigate complaints or inquiries regarding planning or zoning matters and follow up as required.
9. Review preliminary designs and building plans and specifications for environmental and zoning implications.
10. Establish and maintain appointment calendars and tickler files; assist in a variety of departmental operations; perform special projects and assignments as requested.
11. Make necessary arrangements for seminars and meetings, dinners and receptions, notifying participants and follow-up as required. May assist with travel arrangements as required.
12. Answer telephone; provide information in response to inquiries, directing calls as needed, in a courteous and professional business manner. Make outgoing calls as necessary, including, but not limited to returning calls, requesting information, and performing telephone surveys.
13. Design, prepare, and assemble a variety of forms, folders, agendas, packets, brochures, fliers and announcements, and arrange for distribution.
14. Attend meetings as directed, and may record and transcribe summary minutes. May forward pertinent information to department staff.
15. Operate any of a wide variety of common office machines including telephone, typewriter, calculator, or adding machine, postage meter and scale, copier, personal computer, laser jet printer, fax machine, lettering machine, dictation/transcription equipment, recording equipment, binding machine, and, scanning/optical imaging equipment; input and retrieve data and text.

16. May utilize specialized software programs.
17. Responsible for the ordering/purchasing of department supplies or office equipment. Prepare purchase orders and process requests for the vendor payments. Assist in staff expense reimbursement requests.
18. Responsible for the monthly collection, review, maintenance, and forwarding of payroll time records, and part-time employee hours.
19. Perform related work as required.

**REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:**

SKILLS:

1. Establish and maintain recordkeeping and filing systems.
2. Operate a personal computer using word-processing, spreadsheet, and database management software.
3. Transcribe from recordings, dictation and/or oral instructions.
4. Compose letters and reports independently.

Knowledge: Knowledge of:

1. Research methods, office practices and procedures, filing systems.
2. Correct English usage, grammar, spelling and punctuation.
3. Basic arithmetic.
4. Report and letter writing.
5. Customer service techniques.
6. Organization and functions of City government.

ABILITIES: Ability to:

1. Read, understand, and interpret policies, procedures, and regulations.
2. Organize and prioritize workload effectively to meet deadlines.

3. Conduct research in zoning, land use and other related planning matters.
4. Learn laws underlying general plans, zoning and land divisions.
5. Learn applicable environmental laws and regulations.
6. Prepare concise, comprehensive, and accurate work documents and reports.
7. Promote the mission, values and objectives of the department, particularly in the area of public service.
8. Retrieve and translate figures accurately and make mathematical calculations.
9. Carry out projects with minimal supervision.
10. Establish and maintain effective working relationships with supervisor, co-workers, other departments, elected officials, outside agencies, and the general public.
11. Communicate effectively, orally and in writing, in group and individual situations.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office environments include the following:

1. Computer, keyboard and monitor
2. LaserJet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. 10-key adding machine
7. Facsimile machine
8. Typewriter
9. Postage meter and scale
10. Lettering machine
11. Microfiche reader
12. Optical character reader
13. Blueprint machine
14. Dictation/transcription equipment
15. Binding machine
16. Two-way radio
17. Polaroid camera
18. Digital camera
19. Cell phone
20. Microwave
21. Coffee pots
22. Electric staplers

23. Punches
24. Step stool
25. Report forms, pencils and pens
26. Specialized computer software
27. Computer scanner
28. Automobile
29. Gasoline pumps

**PHYSICAL DEMANDS:**

Under typical office conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer, providing training or attending meetings.
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Speed in meeting deadlines

**SENSORY DEMANDS:**

Under typical office conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter, paper shredder, camera or radio:

1. Seeing/Color vision for colored maps in Planning and color in spreadsheets
2. Speaking
3. Hearing
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, radios and typewriters.
4. Lighting: Conducive to normal office setting.

5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment; ammonia fumes from plans and blueprints.

Field Conditions:

1. Lighting: Normal outdoor conditions.
2. Ventilation: Heating and air conditioning provided by vehicle and outdoor equipment.
3. Dust: Normal, outdoor levels
4. Uneven Surfaces: Normal outdoor conditions.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, paper shredder, or paper cutter.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE, AND QUALIFICATIONS:**

1. A high school diploma or equivalent.
2. Two years of experience in a city or county land use agency or with a planning, engineering, environmental, or other similar organization/firm performing relevant clerical, technical, or para-professional activities including report writing, land use and zoning research, public interaction, or other very similar work.
3. Possession of an Associate's degree in land use, geography, civil engineering, environmental programs, or other related field of study is highly desirable, and such education may be substituted for the required work experience, with 30 semester units equating to one year of experience.
4. Computer keyboarding proficiency, with speed and accuracy, including experience using MS Office required.
5. Pass a post-offer medical examination, which includes a drug test.
6. Pass a background check, including a Department of Justice criminal record check, for employment.

7. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
8. Prefer non-tobacco user.
9. Bilingual (English/Spanish) skills desired, but not required.