



City of Tempe

DEVELOPMENT SERVICES SPECIALIST II+

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	147		<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Community Development		<i>Salary / Hourly Minimum:</i>	\$21.132692
<i>Supervision Level:</i>	Non-Supervisor		<i>Salary / Hourly Maximum:</i>	\$28.529327
<i>Employee Group:</i>	NSU		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified		<i>Market Group:</i>	Development Services Specialist II+
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Administrative Support

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
 Receives general supervision from supervisory or management staff. May exercise functional and technical supervision over less experienced staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three years of technical and/or customer support experience, preferable in the private development or municipal permitting process, including utilization of a geographic information database, in a development, architectural, building, engineering, or planning environment, including considerable public contact. Construction related experience is highly desirable.
<i>Education:</i>	Equivalent to completion of the twelfth grade, supplemented by specialized training or course work in planning, architecture, engineering, real estate or degree related to the core functions of this position. Construction related experience is highly desirable.
<i>License / Certification:</i>	Possess and maintain an ICBO/ICC or equivalent certification as a Permit Technician and one additional certification from the following list: Residential Building Plans Examiner, Building Plans Examiner, Electrical Plans Examiner, Plumbing Plans Examiner, Mechanical Plans Examiner, Energy Code, Green Building/Residential Examiner, Residential Energy/Plans Examiner or another comparable certificate that is issued through a recognized code making body may be approved as an alternative.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of duties involved in providing customer information and assistance related to the private development process, including planning, building, engineering, police and fire services; coordinate the issuance of various required private development permits such as building construction to include building, engineering, fire, transit permits, and signage; update and maintain records using the City's automated permitting system, online payment systems, and geographic information system (GIS).

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Act as initial point of contact to provide information to the general public and respond to customer inquiries, requests for service and complaints; answer telephone and walk-in requests for service and information regarding development and City policies and procedures; refer inquiries to appropriate departmental personnel as necessary.
- Provide assistance, information, forms and permits to the public; receive and review applications, plans, and other construction documents to determine such submittals; advise applicants on requirements for complete submittals; participate in post submittal project review.
- Provide information relating to water, sewer and storm drain locations, line sizes, type of construction, depth and benchmark elevations; research a variety of engineering and real estate records in answering inquiries including legal descriptions, civil plans, blueprints, as-built and various office files.
- Assist the public in new utility services; authorize and issue orders for water and sewer services.
- Research records and provide customers with specialized site-specific property information such as approved building permits, finalized building plans, property record cards, certificate of occupancies, contractor's affidavits, special inspections certificates, zoning, site and plot plans and notify contractors, engineers, architects regarding the permit status.
- Review and process private development permit applications for accuracy, completeness and compliance within established procedures; receive, balance and deposit payments; maintain financial and accounting records.
- Collect and process appropriate information for permitting and Planning and Zoning applications, request for modification/alternative material designed or method of construction, assess and collect fees, bonds and charges based on the nature of request for service; issue

private development permits, permits for work in the right of ways including building, mechanical, electrical, plumbing, fire, signage, zoning, paving, drainage, street lights, underground fire lines, water and sewer lines, special use, use haul, and miscellaneous trenching, after hour inspections, inspections without a valid permit, new water line samples for bacteriology retest, requests for refunds and residential rebates.

- Operate a variety of office equipment including a computer and related office automation equipment to include online permitting.
- Administer citywide addressing policy and procedures. Gather information for automated mapping; reproduce maps, plans and records for the public, other City departments and outside agencies using electronic files, blueprints and copier.
- Operate specialized computer workstations to provide technical GIS engineering and land use information to the public, other City departments, and outside agencies, including architects, engineers, developers, designers, and utility companies.
- Input, retrieve and update data and text information relating to private development permits, inspections, violations, and building and construction activity into various customized data bases. Prepare a variety of statistical and narrative reports; i.e. plan check, permit, inspection complaints, etc.
- Review work for continuous process improvements; recommend and assist in the implementation of workgroup goals, as well as policies and procedures; apply good customer service principles and make recommendations for increased efficiency in a team environment; recommend sound business practices to resolve problems.
- Assist in monitoring the function of the inspection module of the Interactive Voice Recognition (IVR) system; recommend and assist with the implementation of changes to the inspection module of the IVR system. Provide coordination support with building, on-site engineering, fire, and planning inspectors to maintain project continuity.
- Maintain a daily log of inspection requests; file inspection results and comments manually and in the IVR system; reschedule requests as required; generate reports and provide general support for the inspection module of the IVR system.
- Receive phone calls, answer questions, and provide information for builders, contractors, and building owners regarding inspection requests and results.
- Maintain inspection and issued permits files; run reports and review files for inactive, revoked, or expired permits and code violations; assist in initiating action against expired permits or to correct code violations.
- Review project submittals for single family residential dwellings to determine their completeness and compliance to zoning ordinance requirements.
- Review application and issue residential building permit to replacement/upgrade for electrical service.
- Assign official street address; assign building letters and suite numbers in accordance with the citywide addressing policy and procedures. Compile monthly report to maintain City digital maps, GIS database, and to notify utility companies, federal, state and county government agencies.
- Verify and process license contractor certificates of liability insurance.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; answer customer complaints pertaining to ordinances, code violations or policy.

- Assist in the interpretation, application, and maintenance of the policies and procedures for the Permit Center.
- Conduct in-house training for all staff on automation enhancements.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective April 1997

Revised June 2001 (Addition of License requirement and additional duties)

Revised June 2006 (job duties)

Revised February 2015 (job duties)

Revised January 2019 (update minimum qualifications, essential job functions, and job duties)