

CITY OF SAN JUAN CAPISTRANO

ENGINEERING TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a variety of technical civil engineering functions; to respond to inquiries and provide customer service to the public; to review plans and issue permits; and to provide assistance to professional engineering staff and other City departments.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from a Senior Engineer.

ESSENTIAL FUNCTION STATEMENTS. *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Provides customer service and assistance to the public at the front counter and via telephone, email and written correspondence.
2. Responds to requests and inquiries from developers, contractors, engineers, utility companies and the general public; provides information regarding engineering projects and studies.
3. Conducts research and performs records retrieval; identifies City utility locations, locates utilities on record maps and provides flood zone designations.
4. Reviews and processes project plans; monitors plans for compliance with applicable codes, ordinances and regulations; determines and establishes project conditions.
5. Processes and issues permits upon approval; calculates and collects permit fees.
6. Coordinates project work with other City departments, outside agencies and/or utility companies; tracks and monitors project progress; invoices utility companies for completed work.
7. Performs a variety of tasks in support of engineering staff including providing data, researching land and easement information, reviewing field conditions, and preparing reports.
8. Provides departmental staff with requested engineering drawings, diagrams and/or exhibits.
9. Interfaces with and assists other City departments requiring engineering information or map displays.
10. Utilizes specialized software to prepare a variety of City maps including property information, street, site and location maps; processes and maintains parcel and tract maps.
11. Coordinates special projects as assigned including website development and/or office reconfiguration.

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12. Prepares a variety of correspondence, records, reports and documentation; maintains departmental records and files including archiving completed permits.
13. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Basic civil engineering principles and practices.
- Drafting tools and engineering equipment and software.
- Engineering plans, drawings and blueprints.
- Maps and records relative to technical engineering work.
- Processes for reviewing plans and issuing permits.
- Customer service standards and protocol.
- Principles of recordkeeping and correspondence/report preparation.
- General office practices, procedures, and equipment.
- Pertinent Federal, State and local codes, laws and regulations.

Skill in:

- Coordinating and performing a variety of technical engineering functions.
- Responding to inquiries and providing customer service to the public.
- Calculating fees and processing and issuing permits.
- Reviewing plans for compliance with applicable codes, ordinances and regulations.
- Preparing and maintaining assigned City maps.
- Conducting research, compiling data and preparing reports.
- Providing administrative support to professional engineering staff.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year technical engineering and customer service experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in engineering, drafting or a related field.

Licenses or Certifications:

Depending on area of assignment, may require possession of, or the ability to obtain, a valid driver's license.

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WORKING CONDITIONS

Environmental Conditions:

Office environment; public contact.

Physical Conditions:

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboards; requires visual acuity for reading engineering drawings and maps.