

CITY OF SAN JUAN CAPISTRANO

ENGINEERING & PLANNING 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 wide variety of technical duties involved in receiving, processing and reviewing building, planning, public works, and other assigned City permit applications; to assist and provide information to the public in person by telephone and email, regarding departmental policies and procedures; to conduct plan checks; issue permits; perform a variety of tasks relative to assigned area of responsibility; and to provide assistance to professional engineering, planning and other City departments.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from a Director or management staff member.

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

Essential Functions:

1. Provides assistance to the public at the front counter, via telephone and email; responds to inquiries and provides information on permit processes, policies, and procedures; issues permit applications and explains legal requirements pertaining to applications.
2. Responds to requests and inquiries from developers, contractors, engineers, utility companies and the general public; provides general 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. Receives and reviews completed applications; monitors documentation for accuracy, completeness and compliance with applicable codes, ordinances and regulations; advises applicants regarding necessary corrections required.
5. Conducts plan checks and ensures compliance with applicable codes, ordinances and regulations; recommends minor modifications.
6. Routes plans to appropriate staff; labels and logs information accordingly; creates plan files and tracks and monitors plan status; notifies contractors, owners, engineers and developers regarding plan status.
7. Calculates and estimates fees for permits; collects fees and issues receipts for various applications, registrations and licenses; inputs related data into the appropriate software application.
8. Processes permits for tree removal, signs, temporary use, and/or special activities.
9. Collects and compiles technical data and prepares related narratives and statistical reports.
10. Prepares and maintains records and files on plans and permits; assists the general public with retrieval, copying and archiving of records; purges final permit files.
11. Posts and tracks public notices; prepares staff reports related to non-developer deposit applications including zone variances and sign permits.

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12. Coordinates project work with other City departments, outside agencies and/or utility companies;
13. 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.
14. Performs a variety of general clerical functions in support of assigned office operations including answering incoming calls, maintaining records, researching land and easement information, and preparing departmental reports.
15. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of urban planning.
- Basic civil engineering principles and practices.
- Methods and techniques of effective customer service.
- Permit applications and related documentation.
- Processes for reviewing plans, issuing permits, and conducting plan check.
- General office practices, procedures and equipment.
- Standard computer software applications.
- Principles and procedures of record keeping.
- English usage, spelling, grammar and punctuation.
- Pertinent Federal, State and local laws, codes and regulations.

Skill in:

- Processing building, planning, zoning, and other assigned City permits.
- Responding to inquiries and providing customer service to the public.
- Explaining City policies and procedures related to the permit process.
- Conducting plan checks and monitoring for regulatory compliance.
- Calculating, collecting, and recording fees received.
- Processing and coordinating small projects.
- Maintaining accurate records and preparing a variety of reports.
- Operating office equipment and utilizing standard computer software applications.
- Understanding and following oral and written instructions.
- 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 of technical experience involving engineering and/or urban planning; and two years of administrative support experience involving public contact and customer service.

Training:

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

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WORKING CONDITIONS

Environmental Conditions:

Office environment; extensive public contact.

Physical Conditions:

Essential functions require maintaining physical condition necessary for sitting or standing for prolonged periods of time at a desk and public counter; extensive use of computer keyboards; and visual acuity for reading permit applications, maps, and drawings.