



Community Development Technician I Community Development Technician II

Purpose of the role:

Under supervision (Community Development Technician I) or general supervision (Community Development Technician II), performs a variety of paraprofessional duties in support of the Community Development Department services and functions including in the areas of permit processing, development planning, COSCA, and/or housing and redevelopment programs; provides customer service to applicants, developers, consultants, the general public, and outside organizations and agencies regarding City codes, policies, standards, and processes; and performs related duties as assigned.

This is a broad classification utilized within the Community Development Department; individual duties will vary depending on area of assignment.

Distinguishing Characteristics:

Community Development Technician I – This is the entry level class in the Community Development Technician series providing general technical and paraprofessional support to an assigned area in the Community Development Department, including in support of permit processing, development planning, COSCA, and/or housing and redevelopment programs. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Community Development Technician II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and/or fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the “II” level is based on meeting the qualification standards, performing the full range of journey level duties, demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Community Development Technician II – This is the journey level class within the Community Development Technician series performing a broad range of and the more complex general and specialized technical and paraprofessional duties within the Community Development Department with only occasional instruction or assistance. Positions at this level are distinguished from the Community Development Technician I level by the performance of the full range of duties as assigned, working independently, applying well developed program support knowledge, and exercising judgment and initiative. Assigned work requires the use of judgment in selecting appropriate procedures, conducting transactions with and providing concise and correct information to customers and the public, and solving routine and non-routine problems based on knowledge gained through experience. The Community Development Technician II may also assist in the training of lower level staff. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions in this

class series are alternately staffed and positions at the Community Development Technician II level are normally filled by advancement from the Community Development Technician I level.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

***Essential Duties
and
Responsibilities:***

- Performs a full range of general and specialized technical and paraprofessional duties in support of the Community Development Department services and functions including in the areas of permit processing, development planning, COSCA, and/or housing and redevelopment programs; apply knowledge of applicable regulation, processes, and procedures in performing assigned duties.
- Provides customer service to City staff, applicants, developers, consultants, the general public, and outside organizations and agencies regarding City codes, policies, standards, processes, and requirements over the phone or at a public counter; answers questions, conducts transactions, and provides concise and correct information to customers and the public.
- Assists in the review and processing of a variety of applications to ensure completeness, consistency, and compliance with all regulations and requirements.
- Provides technical assistance to various Department staff members as well as City committees and commissions; assists in the preparation of reports and public presentations as necessary; conducts independent and team research and analysis on assigned projects.
- Assists in coordinating assigned activities with other City departments, the public, and outside agencies and groups.
- Performs related duties as required.

When assigned to Permit Processing (Building functions):

- Provides customer service at public counter; reviews applications, plans, and related materials required for either an over-the-counter permit issuance or plan check submittal; performs over-the counter plan checking for qualifying projects.
- Assists applicants/customers in permit processing for planning, construction, alteration, and repair of commercial, industrial, and residential building projects; calculates and collects plan check and permit fees and establishes valuations; may process bulk permit applications.
- Informs applicants/customers of procedures, permit process requirements for submittal, and issuance of building permits.
- Conducts preliminary review of plans, blueprints, and/or permit applications for building construction to ensure conformance with

codes, ordinances and regulations governing construction; refers plans to other appropriate staff as necessary.

- Answers inquiries and complaints in person and on the phone from developers, architects, contractors, engineers, and the public related to regulations for building and housing construction, remodeling, and repair including structural, plumbing, mechanical, electrical, and zoning matters and California Title 24 requirements.
- Coordinates with building inspection and plan checking personnel to keep customer informed regarding status of projects; provides necessary information regarding plan check corrections, pre-site conditions on room additions and swimming pools, and other necessary information.
- Maintains various records and files including property and permit files and fee records; retrieves information files for the public or division personnel.
- Assists in coordinating the permit process; ensures all City Departments, school and fire districts, and other public agency requirements are met.
- Operates computer and data processing equipment for issuing permits, storage and retrieval of pertinent records, and for communicating and tracking permit and plan check status.
- Assist in finding solutions for difficult issues; may serve as liaison in situations where hardships warrant expeditions processing.
- Participates in training lower level staff in job duties, policies, and procedures.
- Participates in staff meetings; assists in analyzing problems including identifying permit process barriers and recommending modifications where necessary to expedite the permit process; assists in the development of unit goals, procedures, and policies.

When assigned to Permit Processing/Development Planning:

- Provides information and planning services and assistance to the general public, builders, developers, engineers, contractors, architects, the business community, and other governmental agencies in response to inquiries and requests at the public counter and over the phone; provides information on City development policies, procedures, and interpretations as well as application of City planning policies, ordinances, and conditions imposed on approved applications.
- Performs site visits and field inspections as needed; surveys existing public and private buildings and construction sites for plan conformity, conditions verifications, and compliance with city, state, federal codes and laws.
- Reviews, processes, and reports on various planning applications including custom homes-precise plan of design, oak tree and landmark tree permits, interior commercial improvements, minor modifications of special use permits and development permits, lot

line adjustments, parcel map and underground utility waivers, and time extensions; analyzes site and building conditions and setbacks; applies zoning and ordinance restrictions; analyzes cases for proper zoning verifications, code conformity, and appropriate approval procedures.

- Attends Administrative Hearings as planning case planner; prepares staff report; provides recommendations.
- Provides architectural design assistance to the public to conform with zoning and building codes.
- Provides assistance and support to project planners on various planning projects.
- Provides general technical and administrative support to the planning operations of an assigned planning section; researches issues; creates and maintains new and existing files; prepares reports, letters, and memoranda; posts notices; prepares mailings including those for public hearings and application notifications; coordinates meetings with staff.
- Composes and processes various easements and grant deeds for recordation.

When assigned to Housing and Redevelopment:

- Provides information, services, and assistance to the general public, clients, customers and other City staff on issues related to Affordable Housing and Redevelopment projects in response to inquiries and requests at the public counter and over the phone.
- Performs a range of technical duties involved in coordinating, implementing, tracking, and processing information related to Affordable Housing and Redevelopment projects and programs including Ownership Assistance Loan Program, Housing Rehabilitation Loan Program, Owner Occupancy Exemption Program, Annual Rent Control, and Housing Services Grant Program.
- Coordinates the application process for housing assistance, commercial rehabilitation, and other programs including preparing documents, following through on funding issues, and obtaining signatures.
- Assembles and processes loan applications utilizing federal and local loan assistance and private funding; coordinates financial arrangements with lending institutions; monitors loan cases to expedite the financing process or provides assistance if problems occur.
- Reviews and interprets local, state and federal housing laws, rules and regulations and state community redevelopment laws, rules and regulations.
- Performs a variety of administrative functions related to the efficient and effective delivery of services; composes letters and other

documents; assists with the preparation of various reports regarding program activities; establishes and maintains files and records.

- Assists in conducting a variety of research to support housing and redevelopment objectives, plans, and activities; assists in the development of Affordable Housing Projects and Redevelopment Projects; assists in the Thousand Oaks Boulevard Enhancement Project.
- Assists in maintaining accurate fiscal accounts; assists Finance with the auditing of programs.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic issues, concepts, procedures, and practices related to area of assignment.
- Customer service and public relations principles and practices.
- Office procedures, methods, and equipment including computers.
- Basic computer applications such as word processing, spreadsheets, and databases.
- Records management principles and procedures including record keeping and filing principles and practices.
- Methods and techniques of proper phone etiquette.
- Mathematical principles.
- Basic principles of business letter writing and report preparation.
- English usage, spelling, grammar, and punctuation.
- Basic construction methods and terminology may be required for some assignments.
- Basic symbols and conventions found in construction plans and blueprints may be required for some assignments.
- Terminology, symbols, methods, and techniques used in planning, architectural, and map drafting may be required for some assignments.
- General knowledge of land use, physical design, demographic, environmental, and social/economic concepts as applied to municipal planning may be required for some assignments.
- Lending and loan processing principles and practices may be required for some assignments.

***Desired
Minimum
Qualifications:***

Ability to:

- Perform a variety of paraprofessional duties of a general and specialized nature in support of the Community Development Department.
- Provide effective and courteous customer service to external and internal customers.
- Make sound judgments and decisions regarding a variety of job-related queries and problems.
- Learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Learn to correctly interpret and apply general administrative and departmental policies and procedures.
- Learn to apply applicable federal, state, and local laws, codes,

- and regulations including planning, housing, and building codes.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Learn and effectively utilize various software applications.
- Establish and maintain a variety of files and records.
- Follow the proper techniques to read and examine various blueprints, plans, specifications, codes and ordinances may be required for some assignments.
- Perform mathematical calculations including in computing and calculating fees and computing areas/square footage of buildings, swimming pools, and various other structures may be required for some assignments.
- Create, prepare, and review assumption, subordination, and reconveyance may be required for some assignments.
- Process new loans and loan payoff requests may be required for some assignments.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from other City staff, the general public, and outside agencies.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Utilize architectural and engineering scales to verify measurement, square footage, building and planning setbacks, and slope conditions of plans may be required for some assignments.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Strategic Thinker
- Results Oriented
- Customer Focused
- Problem Solver and Decision Maker
- Technically Knowledgeable

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

Community Development Technician I

Education/Training:

Equivalent to completion of the twelfth grade. Specialized or college level course work related to area of assignment is desirable. In the planning discipline, a typical way to obtain the knowledge, skills, and abilities is graduation from a four-year college or university with a major in urban planning or a related field.

Experience:

One year of technical experience related to area of assignment. Experience working with and providing information to the public is highly desirable.

Education and Experience Guidelines:

Community Development Technician II

Education/Training:

Equivalent to completion of the twelfth grade. Specialized or college level course work related to area of assignment is desirable. In the planning discipline, a typical way to obtain the knowledge, skills, and abilities is graduation from a four-year college or university with a major in urban planning or a related field.

Experience:

Two years of responsible paraprofessional experience at a level comparable to a Community Development Technician I with the City of Thousand Oaks.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license. is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; some positions may also require incumbents to perform site visitations that involve exposure to outdoor weather conditions and possible exposure to chemicals, fumes, dust, and air contaminants; interact with officials and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: