CLASSIFICATION DESCRIPTION

TITLE: ZONING TECHNICIAN JOB CODE: 8 (Non-Exempt)

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the purpose of the position is to provide customer service to address and resolve citizen requests and concerns in a broad range of zoning, land development code, architectural review. Employees in this classification function at journey level to perform both routine and non-routine duties as dictated by the nature of the work promoting efficient and organized operation of department activities. Position performs a variety of administrative/clerical support duties as dictated by the nature of the work area. Performs related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Responds to inquiries and requests from the general public and business community, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information, e.g., permitting, zoning, land development code, architectural review and covenants and restrictions.

- Reviews, processes, calculates and approves/denies sign permits and residential building permit applications for compliance with the Land Development Code, Zoning, landscaping and Architectural regulations and applicable City, State and Federal codes and regulatory requirements.

- Reviews, processes, calculates business tax applications for compliance with the Land Development Code, Zoning, and applicable City, State and Federal regulatory requirements.

- Reviews, processes, and prepares Binding Lot Agreements and Binding Lot Rescissions.

- Interview applicants, reviews and evaluates Home Occupation and Commercial Business Taxes; determines approval by other Departments or Divisions.

- Prepares and compiles permit applications or associated task for City Staff or Committees. Conducts and participates in Committee meetings.

- Researches Zoning Maps, Plat Maps and agreements, Covenants and Restrictions, the Land Development Code for permit application review.
• Generates and mails various memos, notices, and other relevant materials to customers; prepares and mails letters in accordance with departmental policies and procedures.

• Provides counseling and interpretation to the general public, e.g., rules, regulations, policies and procedures.

• Maintains and verifies accuracy of various departmental reports, databases and general ledgers; files various documents and records as instructed by departmental guidelines; retrieves files on request.

• Establishes, collects, organizes and maintains data on account information and status; generates various daily, weekly and monthly reports.

• Assists with the research and resolution of minor routine administrative and operational problems; assists departmental personnel with a wide variety of administrative support and customer service tasks.

• Communicates with other departments and the general public for the dissemination of information.

• Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED; supplemented by three (3) years customer service work, and demonstrated organizational skills; or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver’s License.

KNOWLEDGE, SKILLS AND ABILITIES

• Ability to understand and follow written and oral instructions.

• Knowledge of business English and spelling.

• Ability to clearly communicate information both verbally and in writing.

• Considerable knowledge of zoning, land development code, architectural review, and covenants and restriction City, State and Federal codes and regulatory requirements.

• Considerable knowledge of the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.

• Ability to perform routine mathematical computations and tabulations accurately and efficiently.

• Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.
• Ability to access, operate and maintain various software applications.

• Ability to perform routine mathematical computations and tabulations accurately and efficiently.

• Ability to read, update and maintain various records and files.

• Ability to understand and follow pre-established departmental and City policies and procedures.

• Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.

PHYSICAL REQUIREMENTS

• While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 10 pounds. Some tasks require visual abilities. Some tasks require oral communications ability.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.