



CLASSIFICATION DESCRIPTION

TITLE: COMMUNITY DEVELOPMENT TECHNICIAN **JOB CODE: 11 (Non-Exempt)**

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the purpose of the position is to assist citizens and contractors with the processes of application, review and approval for permits and inspections enforcing compliance with established Land Development Codes, City and State Building, Fire & Safety Codes. Employee is responsible for administrative and technical review work in relation to land development, regulatory standards, inspection activities, and permitting and licensing functions for building construction throughout the City. Performs other essential duties in support of departmental objectives to ensure aesthetics, safety, health and general welfare of the general public and business community.

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.

- Review of construction, alterations, and improvements to single and duplex properties units for compliance with the Land Development Code, master plan development agreements, and DRI development orders, including review of zoning districts, dimensional standards, landscaping, parking, floodplain, architectural standards and other applicable code requirements.
- Intake, review & issue over-the-counter non-structural patio and walkway permits.
- Provide same-day review of shed & above ground pool permits.
- Process Right-of-Way Utilization Agreements, Binding/Rescinding Lot Agreements, Termination of Easements Agreements and 2' Easement Encroachment Agreements.
- Respond to inquiries and requests from the general public and business community with friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information, e.g., permitting, zoning, land development code, and architectural review.
- Receives, evaluates and processes private and commercial customer service requests, through friendly, professional customer service skills, ascertains the needs of the customer and provides appropriate assistance and information.
- Collaborates with customers and inspectors to schedule inspections, document construction

and project status, and issue the appropriate documentation with compliance to established building codes, land development code and other regulations.

- Coordinates commercial and private inspections and notifies appropriate work units; collaborates with building and code enforcement on permitting issues.
- Performs data entry tasks, and issues the appropriate documentation with compliance to established building codes and regulations; authorizes and documents permits.
- Performs both routine and non-routine administrative duties, as dictated by the nature of the task, e.g., data entry, records maintenance, filing, basic calculations, generate reports.
- Receives telephone, email and Palm Coast Connect inquiries from the general public and business community, ascertains the nature of the call, and resolves personally or directs it to the appropriate individual or department.
- Updates and maintains contractor registration files for current state and local licensing and insurance requirements; generates notices of insurance expiration.
- Provides the public and departmental requests with resources and interpretation of the various codes for which the division is responsible for enforcing; researches and reviews complaints.
- Maintains open communication with various departments, management, utility and private companies, Property Appraisers, emergency services and the general public for the dissemination of information.
- Generate and mail various memos, notices, and other relevant materials to customers; prepare and mail letters in accordance with departmental policies and procedures.
- Input, maintain and verify accuracy of various departmental databases and maintain various documents and records as instructed by departmental guidelines; retrieve and scan files on request.
- Establish, collect, organize and maintain data on permit information and status.
- Assist with the research and resolution of minor routine administrative and operational problems; assist departmental personnel with a wide variety of administrative support and customer service tasks.
- Perform related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED; supplemented by two (2) years land development and zoning or building permitting construction experience; 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 read, analyze, and interpret City regulations, legal documents and technical manuals and procedures.
- Ability to read and interpret development related technical and construction plans.
- Ability to interpret plats, plat agreements and subdivisions, site plans, Master Planned Developments, legalities of easements.
- Knowledge of business English and spelling.
- Ability to clearly communicate information both verbally and in writing.
- Applicable knowledge of zoning, building, land development code, architectural review, and City, State and Federal codes.
- Considerable knowledge of the principles and techniques of customer service skills; ability to communicate tactfully and courteously with internal and external customers.
- Ability to operate office equipment, e.g., computer terminals, printers, copy machines, scanners, telephone systems, calculator, rulers and scales.
- Ability to access, operate and maintain various software applications.
- Ability to apply routine mathematical computations and tabulations accurately and efficiently, e.g., fractions, percentages, geometry.
- 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. Tasks require visual and 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.