



Class Specification

COMMUNITY SERVICES TECHNICIAN I/II

GENERAL PURPOSE

To perform a variety of routine, and complex clerical, administrative, and technical work in service requests, customer service, permitting programs, business processes, financial transactions, and supporting commissions and boards for the Community Services Department.

SUPERVISION RECEIVED

Community Services Technician I

Receives immediate supervision from an assigned supervisor or manager.

Community Services Technician II

Receives general supervision from an assigned supervisor or manager.

SUPERVISION EXERCISED

N/A

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Process service requests by reviewing the request, using a streamlined process to receive and assign work to subject matter experts and staff, routing to appropriate review staff, monitor progress of the request for status reports, and provide efficient service delivery to residents.

Process tree program permit applications by accepting applications, checking for accuracy and completeness, calculating fees, routing to appropriate review staff, monitoring application progress for status reports, performing site visits, and preparing permits for issuance.

Process invoices and payment requests with accuracy, verify correctness and authorizations, input payment data into system.

Answer questions regarding general department information, tree and park ordinances, the City's service request systems, at the counter, via email, or on the phone, or site visits to verify requests.

Maintain accurate and timely records of the permit process; input, maintain, and compile a variety of data on permitting and planning activities, such as the number of permits, permit fees, review time, problem areas, conditions imposed, actions taken, etc.

May prepare and present reports to the Parks and Recreation Commission.

May prepare, assemble, and distribute Parks and Recreation Commission packets.

May serve as the Recording Secretary for the Parks and Recreation Commission, and for other meetings as assigned.

Identify problems in the technical permitting and the City's service request systems; may develop, recommend, and implement approved system changes to make the processes more efficient and effective.

Assures that policies and procedures are followed in the receipt, routing, and processing of permit applications.

Prepares, maintains, and stores records, files, and logs related to permit issuance, and activity related to requests submitted to the City's service request system.

Perform a variety of general office support duties such as typing, word processing, proofreading, filing, verifying numbers, data input, and other related duties as assigned.

Perform research on codes, and ordinances; research problems and complaints regarding commercial, and residential buildings, building construction, and code compliance.

Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone, or in writing; maintains records and documents of customer service issues and resolutions. Prepare and maintain various accounting, financial, and statistical records and reports.

Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.

Respect and is sensitive towards the cultural and ethnic diversity of the community.

Be an integral team player, which involves flexibility, cooperation, and communication.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Community Services Technician I

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Possession of the equivalent to an Associate's degree from an accredited college or university with major coursework in urban planning, land use, geography, landscape architecture, environmental studies, public administration, building technology, or another field of study applicable to the responsibilities and requirements of this job class.

One year of progressively responsible experience performing general construction, landscape architecture, land use/planning, or related field.

Community Services Technician II

Three years of progressively responsible experience independently performing service requests, customer service, processing permit applications, business processes, financial transactions, and supporting commissions and boards.

One (1) additional year of progressively responsible experience in a horticulture, landscape design, environmental studies, planning, public administration, general construction, park maintenance, or another field of study applicable to the responsibilities and requirements of this job class.

Necessary Knowledge, Skills and Abilities:

Community Services Technician I

Knowledge of research methods to determine property titles and boundaries through evaluation of City GIS maps and County Assessor maps, City policies and ordinances necessary to carry out the responsibilities and requirements of this job class, basic techniques of program and project management, contract preparation and tracking, analytical skills and process improvements mindset, time management skills and ability to plan and set priorities, modern office practices, methods, and computer equipment including relevant software programs, oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation, safe work practices, principles and practices of excellent customer service.

Ability to explain applicable laws, codes, and regulations, communicate effectively, tactfully and positively in both oral and written form, operate and use modern office equipment and technology, including computers and applicable software, work effectively with contractors, and the general public, read and interpret maps (online, paper, ARC GIS, etc.) and interpret spatial patterns, manage time effectively, prioritize

work and projects, apply problem-solving and critical thinking techniques, analyze technical problems and adopt appropriate courses of action, research and develop ideas and concepts, work under stressful conditions with frequent interruptions, lift 25 pounds, sit, talk, hear, use hands to finger, handle, feel or operate objects, tools, or controls; reach with hands and arms; walk, climb, balance, stoop, kneel, crouch, crawl; use close vision, color vision, and adjust focus, understand and carry out oral and written instructions and prioritize workload to meet deadlines, read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation, communicate effectively, tactfully and positively in both oral and written form, operate and use modern office equipment and technology, including computers and applicable software, maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities, utilize appropriate safety procedures and practices for assigned duties, establish and maintain effective working relationships with those contacted in the course of work, contribute effectively to the accomplishments of City goals, objectives and activities.

Community Services Technician II

In addition to the qualifications for the Community Services Technician I:

Knowledge of City and Department policies and procedures and methods of program and project management.

Ability to Improve processes, perform complex project coordination, progressively assume more complex responsibilities and demonstrate an understanding of advanced principles, practices, and techniques related to assigned duties, assume responsibility for program and project management.

SPECIAL REQUIREMENTS

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

TOOLS AND EQUIPMENT USED

Various technology, e.g., computers, laptop, tablets, including word processing and spreadsheet software application; 10-key calculator; phone; copy machine; fax machine.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed mostly in office settings and in the field. Outdoor work is required for verification of service request and tree permit conditions. The noise level in the work environment is usually moderately quiet. Employees primarily work indoors in a common work area and at a public service desk.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Category: Entry-Journey
Fair Labor Standards Act Classification: Non-Exempt
Effective Date: July 25, 2023
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