

CITY OF GLENDALE

TITLE: Development Services Representative CLASS CODE: 561

REPORTS TO: Plan Review Manager GRADE: 21

DEPARTMENT: Building Safety FLSA: N

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Analyzes, interprets and enforces the plumbing, building, electrical, and mechanical codes and the zoning ordinance, and answers general development questions at the public counter.

ESSENTIAL FUNCTIONS:

1. Assists developers and the public at the counter or over the phone by explaining the City's development process, code requirements, reviewing residential plans, issuing permits, and coordinating and tracking the progress of development projects.
2. Analyzes, interprets and enforces the plumbing, building, electrical and mechanical codes and the zoning ordinances for residential room additions and for electrical, plumbing or mechanical changes to residential projects.
3. Assists in assembling permit packages for formal submittal; ensures completeness of permit plans prior to submittal, screens for accuracy and completeness; advises Architects, Engineers, Developers, Contractors and homeowners when corrections are required.
4. Calculates and collects permit and development fees.
5. Reviews plans, interprets and applies codes and ordinances and issues permits for signs, fire sprinkler systems, above ground propane tanks, electrical, plumbing and mechanical revisions to home improvement projects, and right-of-way construction.
6. Participates in the development of alternate solutions to code compliance problems of new and remodeled residential projects.
7. Handles complaints and requests for development assistance and resolves customer development problems at the counter and over the phone.
8. Provides quality customer service while functioning in a regulatory capacity.
9. Assists the Building Inspection Division by receiving complaints and requests for assistance for field related problems, and then participates in their proper resolution.
10. Acts as a Liaison for the Planning Department by providing assistance to customers by answering General zoning ordinance and policy and procedure questions.

SECONDARY FUNCTIONS:

11. Provides technical assistance to other Development Services Representatives.
12. Develops building permit forms and reports that are compatible with the municipal computerized building permit system.
13. Performs other related duties as assigned.
14. Assists the plan review manager by recommending changes in policies and procedures in the permit process.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Computers and their application to the development process.
Building construction techniques, and building, electrical, mechanical, plumbing and fire codes.
Building inspection procedures.
Zoning ordinances and City codes.
Development process, procedures, objectives and standards.
Development engineering and landscaping relative to development activity.
Other Governmental Agencies' regulations such as the State Registrar and the State Board of technical registration.

Ability to:

Establish and maintain effective working relationships with developers, architects, engineers, homeowners, contractors and the public.
Communicate effectively verbally and in writing.
Read, interpret and explain construction plans, maps and other development and construction related documents.
Perform basic mathematical calculations.
Successfully resolve problems involving contractors, developers, homeowners and City staff.
Explain code requirements and development or plan review procedures and fees to persons with various backgrounds.
Provide quality customer service while functioning regulatory capacity.
Coordinate the schedule of construction projects.
Recognized and diffuse potentially hostile situations with customers.
Work independently and perform tasks involving numerous details.

WORKING CONDITIONS:

Office setting; requires standing for extended periods of time.

MINIMUM QUALIFICATIONS:

Two years of college level course work in planning, building construction, or a related field and two years experience in planning, building construction, or a related field.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

ICC Certification as a Permit Technician within two years of appointment.
A valid Arizona driver's license.