

City of South San Francisco
Human Resources Department

Planning Technician
Class Description

Definition

Under general supervision, provides technical and general information for planning applications, planning inspection, zoning codes, inspection procedures, and permit processes; checks applications for completeness; calculates fees and processes over-the-counter planning applications. The position also provides assistance to the public and support to professional staff by processing development applications and technical reviews; providing technical assistance to the public on general land use and zoning regulations; and gathering information and conducting research from County records and other sources including basic GIS mapping tools; performs related work as required.

Distinguishing Characteristics

This is a bridge class in the planning field in which an incumbent with well-developed office skills and some familiarity with the technical work becomes competent to perform the day-to-day counter and phone responsibilities of providing development, zoning code, and planning information to developers, design professionals, and the public. This class is distinguished from the Principal, Senior & Associate Planner classifications in that the latter are professional and/or technical specialists in their areas of expertise. With experience and expertise, an incumbent may qualify to promote to an entry-level planner classification.

Typical and Important Duties

1. Provides information regarding development, planning requirements, housing, code enforcement, building inspection, and related processes at the public counter or on the telephone.
2. Interprets and applies specific zoning codes, rules, and regulations related to urban planning and general questions.
3. Receives plans and related documents for review, ensures that the applications and sets of plans are complete and contain the required information; ensures that applicants possess appropriate documentation.
4. Reviews, approves, and issues less complicated sign permits and home occupancy business licenses over the counter; verifies the accuracy and completeness of information in accordance with Division guidelines; and assists applicants in completing the permit application process.
5. Calculates fees; collects funds and issues receipts.
6. Responds to questions about project and plan check progress; explains procedures to applicants (owners, contractors, developers) and the general public.
7. Routes plans and monitors progress of planning reviews
8. Maintains electronic filing system (CRW Project Trak); and prepares agendas for the Technical Advisory Group, Design Review Board and other bodies as required.

9. May attend meetings of the Planning Commission and other groups; and prepare minutes of proceedings.
10. Researches files regarding prior actions, decisions, development activities, and other information as required.
11. Identifies and resolves customer problems; and directs customers to the proper person or determines information required.
12. Maintains liaison with other divisions, departments and agencies as appropriate.
13. May provide technical work direction and assistance to clerical staff.
14. Performs related duties and responsibilities as assigned.

Job Related Qualifications

Knowledge of:

- Planning terminology and processes.
- Procedures associated with planning projects.
- Standard office practices and procedures, including record management practices.
- Business math.
- Computer applications related to the work, including data entry, retrieval, standard report generation and databases.
- Principles and techniques of effective customer service.

Ability to:

- Acquire a thorough knowledge of applicable codes, requirements, regulations and laws.
- Acquire a thorough knowledge of Planning Division and Department policies and of applicable City policies
- Learn and perform specialized development support and planning review work.
- Understand general information presented on plans and specifications.
- Locate property on an assessor parcel map and from property description.
- Create and generate a 300-500 foot mailing data from Division-specific programs.
- Read, understand, apply, and explain laws, City ordinances, regulations, and procedures.
- Analyze and resolve specific application, plan review, and permit questions and issues.
- Maintain records neatly and accurately.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Communicate effectively in writing, and orally.
- Understand and comply with applicable Federal, State and local rules and regulations.
- Use initiative and independent judgment within established policy and procedural guidelines.
- Organize own work, set priorities; meet critical deadlines, and follow-up on assignments with minimal direction.
- Represent the City effectively in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.

- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill In:

- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Performing accurate arithmetic calculations.
- Speaking effectively to communicate in person and over the phone.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

- Two years of clerical support experience that relates to land use regulations; the planning process or mapping that included six months of experience involving public contact. Or
- One year of sub-professional experience in planning, or a related field that included six months of experience involving public contact.

Training:

Equivalent to graduation from high school.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, an appropriate, valid California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to sit, stand, walk, kneel, crouch, stoop, squat, twist, climb, lift and carry 25 pounds; maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read a computer screen and printed materials, including maps and plans; hearing and speech to communicate in person and over the telephone.

Work Environment:

Mobility to work in a typical office setting, to use standard office equipment, including a computer and specific office programs. Specific positions may require extended hours of off-shift work for meeting attendance or participation in specific projects or programs.

Ability To:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; and available for evening meetings.

Additional Information:

- Approved: June 2007
- Former Titles:
- Abolished:
- Bargaining Unit: AFSCME
- DOT:
- Status: Classified/Non-exempt
- Job Code: A462