



Town of Hillsborough Position Description Building and Planning Support Specialist

Department: Bldg & Planning Bargaining Unit: Public Works and Clerical
FLSA Status: Non-exempt Creation Date: 7/1/2010

DEFINITION

Under general supervision, provides technical and public information for all aspects of the development review process, which includes planning, zoning, plan review, building inspection, permit issuance and related areas such as housing and code enforcement; provides information to the public at a counter or over the telephone; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Building Official and/or Planning and Building Director.

CLASS CHARACTERISTICS

This is an experienced level class, in which incumbents with well developed office skills and some familiarity with planning and/or building and/or other development review concepts become competent to perform the day-to-day responsibilities of providing development, housing and building information to the public, processing plans and permit applications and providing technical support to departmental staff. This class is distinguished from the planner, plan checking and building inspection classes in that the latter are professional and/or technical specialists in their areas of expertise, while this position provides support to all functional areas.

EXAMPLES OF DUTIES

Incumbents in this position typically perform but are not limited to the duties noted below on a regular basis:

Provides information regarding development, planning, zoning, permit requirements, housing, code enforcement and related processes to developers, contractors, property owners and the public at a public counter or over the telephone; interprets and applies specific codes, rules and regulations related to the development review process, including building, planning, housing, public works, code enforcement and those of a variety of departments and divisions.

Receives plans and other construction documents for review, ensures that applications and sets of plans are complete and contain the required information for submittal and review and that contractors possess appropriate insurance and bonding documentation.

Calculates plan review, inspection and related fees, collects funds and issues receipts, and balances monies received on a regular basis.

Issues basic permits after initial review and approval of materials where covered by procedures and guidelines such as roofing, water heater permits and simple permits including the renovation of single-family homes.

Identifies and resolves customer problems; directs the public to the proper department or determines the information required.

Tracks and monitors status of development plan reviews; prepares standard periodic and special reports as required; researches files regarding prior actions, decisions and developments activities and other information related to the property under review.

Provides input into departmental procedural and processing issues; recommends policy and procedures improvements related to counter activities or areas of responsibility.

Performs a variety of technical and standard office support work for the function; enters information into an automated data management system; obtains reproductions of microfilm or blueprint copies; maintains departmental files and prepares a variety of period and special reports regarding the work of the department.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Record keeping principles and practices.
- Business arithmetic.
- Computer applications related to the work, including data entry and standard report generation.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with the public, in person and over the telephone, often in situations avoiding conflicts.
- Codes and regulations related to the work.
- Policies and procedures related to the development review, plan checking and building permitting processes.
- Basic planning, building and zoning principles and practices.

Ability to:

- Learn and perform specialized development support and building permitting work.

- Read, understand, apply and explain laws, codes, regulations and procedures.
- Analyze and resolve specific development application, plan review and permit questions and issues.
- Make effective recommendations for policy, procedure and customer service improvements.
- Make accurate arithmetic calculations.
- Maintain accurate records of plans submitted, fees received, bills paid and work performed.
- Prepare clear and concise correspondence and other written materials.
- Gather and assemble data and prepare routine reports.
- Work without close supervision in standard work situations.
- Use initiative and independent judgment within established procedural guidelines.
- Speak English effectively to communicate in person or over the telephone.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Provide financial accounting and reporting support.
- Serves as the administrative liaison to the Finance Department.

TRAINING AND EXPERIENCE

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

Graduation from a high school or GED equivalent and three (3) years of office support experience, which has included explaining procedures and regulations, preferably in a public agency setting. Experience in a planning, building, contracting, public works or a related field is highly desirable. Possession of an Associate of Arts degree in building, construction technology or a related technical field is desirable, and such education may be substituted for related experience on a year for year basis.