

# CITY OF SIMI VALLEY

## COUNTER SERVICES TECHNICIAN I/II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision (Counter Services Technician I) or direction (Counter Services Technician II), provides code interpretation and administrative information to the public; initiates and updates computerized files; prepares and processes correspondence, documents and reports; and performs plan check submittal services, issues permits and collects all related fees.

### **DISTINGUISHING CHARACTERISTICS**

**Counter Services Technician I** – This is the first-level of the Counter Services Technician series. This class is distinguished from the Counter Services Technician II by performing assigned duties at either the Public Works or Environmental Services counter. Advancement to the Counter Services Technician II level is based on being able to perform assigned duties at both the Public Works and Environmental Services counters and is at the discretion of higher level supervisory or management staff.

**Counter Services Technician II** – This is the second level class within the Counter Services Technician series. Employees within this class are distinguished from the Counter Services Technician I by the performance of the full range of duties as assigned including working both the Public Works and Environmental Services counters. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Respond to inquiries and complaints from the general public over the telephone and in person at the public counter; inspect plans for completeness and accept plan submittals.
2. Enter, update, and/or change pertinent information or data on computerized data base systems; implement and train others in the use of new systems as assigned.
3. Issue various permits and assign appropriate inspections; review the processing of permits and plans; route plans to the appropriate parties; answer questions regarding permits and related processing information.
4. Compile price totals on completed plans; extract and compile key paperwork pertinent to permits and field inspections; inform contractors, developers and the general public of plan ready status.
5. Conduct technical searches for plans and files; provide all City departments with maps; answer questions on City property, easements and right-of-way; find soil compaction reports.
6. Maintain accurate records and logs concerning permits issued.
7. Calculate and collect appropriate fees; process and post online permit payments; input accounting for monthly reporting.

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8. Answer questions relating to permit issuance from contractors, developers, engineers, architects, property owners and the general public both over the phone and at the front counter.
9. Schedule and assist with field investigations; maintain equipment and supplies in support of field investigations; assist with organization and storage of paperwork related to investigative reports.
10. Prepare cost recovery invoices and real property requests or releases of liens.
11. Maintain and update the computerized land management system; maintain parcel map books; assign addresses.
12. Develop and maintain informational handouts on current fees, new ordinances, and changes in codes and regulations.
13. Complete, type, proofread, and mail Building Safety Certificates of Occupancy.
14. Review and approve proposed street addresses for planned construction projects.
15. Collect cost estimates of new City infrastructure.
16. Coordinate with administrative support staff related to the preparation, processing, and filing of plans, records, correspondence and other documents.
17. Assist with the preparation of letters, notices, orders, fines and/or reports for assigned division.
18. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Front counter operations and activities for assigned division or department.
- Basic civil engineering functions, including grading.
- Basic methods and techniques of technical research.
- Building-related codes and ordinances enforced by the City, including the uniform building, electrical, plumbing and mechanical codes.
- Methods and practices of all phases of commercial and residential construction.
- Principles and practices of building technology, code regulations, and other related studies.
- Mathematical principles required to determine electrical load, plumbing pipe sizing, and various architectural calculations.
- Basic cost accounting and preparation of invoice type documents.
- General principles and practices of regulatory compliance.
- Basic methods and practices of real property development and maintenance.
- Modern office procedures, methods, computer equipment and related software applications.
- English usage, spelling, grammar and punctuation.
- Principles and procedures of record keeping.
- Principles and practices of basic report preparation.
- Effective oral and written communication methods and skills.
- Pertinent federal, state and local laws, codes and regulations.

**Ability to:**

- Read and interpret building plans and specifications.
- Interpret all building codes and regulations.

Interpret regulatory code requirements and processes.  
Compile statistics and prepare reports.  
Work independently in the absence of supervision.  
Explain building or regulatory codes to the public, both verbally and in writing.  
Respond to complaints, requests and inquiries from the general public.  
Perform basic civil engineering functions.  
Issue and track encroachment and grading permits.  
Prepare cost accounting documents and invoices.  
Schedule and assist with field assignments.  
Supervise lower level technical engineering staff.  
Conduct technical research.  
Assist engineering staff in the field as assigned.  
Operate office equipment including computers and related software applications.  
Adapt to changing technologies and learn functionality of new equipment and systems.  
Maintain accurate records and logs.  
Prepare clear and concise reports and correspondence.  
Work independently in the absence of supervision.  
Understand and follow oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Counter Services Technician I**

**Education/Training:**

Equivalent to the completion of the twelfth grade, supplemented by specialized training in the building trades, civil engineering, code compliance, planning, or a related field.

**Experience:**

One year of increasingly responsible experience providing customer service at a public counter or office that provides construction, architecture, engineering or similar services is desirable.

### **Counter Services Technician II**

**Education/Training:**

Equivalent to the completion of the twelfth grade, supplemented by specialized training in the building trades, civil engineering, code compliance, planning, or a related field.

**Experience:**

Two years of increasingly responsible experience providing customer service at a public counter or office that provides construction, architecture, engineering or similar services.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Office environment; work at a centralized public counter; work with computers.

**Physical:** Sufficient physical ability necessary for standing or sitting for prolonged periods of time.

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**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.

Adopted: January 2004  
*Johnson & Associates*

Revised July 2016