

CITY OF SIMI VALLEY

ENGINEERING AIDE

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, performs a variety of customer service and basic engineering functions at the Public Works counter; issues encroachment permits; assists the general public, developers, architects, and engineers and answers questions about City construction projects, permit issuance procedures, and related development activities; provides general support to professional engineering staff; maintains a variety of engineering-related files, including maps and drawings; and performs a variety of clerical functions.

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. Perform a variety of customer service and basic engineering related functions; respond to inquiries and complaints in person at the front counter and over the telephone from developers, architects, engineers, contractors, consultants and the general public regarding City construction projects and permit issuance procedures; interpret and explain processes related to development activities; answer questions on easements and right-of-way; refer inquiries to appropriate staff; and resolve sensitive and difficult public complaints and inquiries.
2. Receive and log plans; inspect plan submittals for completeness.
3. Research project files for staff and the general public; provide information on improvement plans and maps, status of land divisions, easements, fees and agreements.
4. Process and issue various permits; answer questions regarding permits and related processing information.
5. Receive and process payments for encroachment permits; input data into the computer; compute change and issue receipts; balance and reconcile cash; prepare deposits.
6. Maintain and file a variety of files and records; ensure information is current and accurate; research and retrieve files.
7. Participate in the reproduction of plans and the preparation, filing and retrieval of engineering maps, documents, and records.
8. Assist permit customers with accounts; process opening and closing of accounts; coordinate account adjustments, name changes and related adjustments.
9. Update billing accounts with current information and ensure information is accurate.
10. Operate assigned office equipment including a computer, copier, fax machine and related office equipment.

11. Receive, sort and distribute incoming mail and process outgoing mail.
12. 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:

Customer relations methods and techniques.
Cash handling techniques.
Mathematical principles and practices.
Front counter operations and activities.
Basic engineering functions, including design, plans, maps and records.
Engineering terminology.
Modern office procedures, methods and computer equipment.
Fundamental principles and procedures of record keeping.
English usage, spelling, grammar and punctuation.

Ability to:

Work independently in the absence of supervision.
Respond to difficult and sensitive public inquiries and maintain tactfulness and courtesy in high stress situations.
Maintain accurate records, including engineering records.
Issue and track encroachment and grading permits.
Operate a computer, including word processing and spreadsheet applications.
Learn to interpret and explain City policies and procedures.
Learn pertinent federal, state and local laws, codes and regulations.
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:*

Education/Training:

Equivalent to the completion of the twelfth grade. College level coursework in engineering, construction, or a related field desirable.

Experience:

One year of customer service and clerical support experience. Experience performing clerical duties in an engineering, construction, or related environment desirable.

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 public counter; work with computers.

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Physical: Essential and marginal functions may require maintaining physical condition necessary for sitting and standing for prolonged periods of time; light to moderate lifting and carrying.

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: December 2004
Johnson & Associates

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