

CITY OF GLENDALE

TITLE: Senior Development Services Representative	CLASS CODE: 562
REPORTS TO: Building Safety Manager	GRADE: 22
DEPARTMENT: Building Safety	FLSA: N
JOB SPECIFICATION DATE: June 25, 2007 cm	

JOB SUMMARY

Performs advanced level analysis and lead direction in the interpretation and enforcement of plumbing, building, electrical, and mechanical codes and zoning ordinances, and answers all types of 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 and code requirements. Reviews all types of plans, issues permits, and coordinates and tracks the progress of complex projects.
2. Provides technical leadership to Development Services Representatives; develops and implements training modules for the Development Services staff in plan review.
3. Assists in ensuring completeness and accuracy of permit plans prior to submittal.
4. Advises architects, engineers, developers, contractors and homeowners when corrections are required.
5. Provides "over the counter" plan review and calculations on residential projects, detached buildings and small tenant improvement projects including, but not limited to, patio covers, enclosed carports, pools and signs.
6. Reviews and interprets plans to current codes and ordinances and issues permits for all types of projects.
7. Participates in the development of alternate solutions to code compliance problems for new and remodeled projects.
8. Assists the Building Inspection Division by receiving complaints and requests for assistance for field related problems, and then participates in their proper resolution.
9. Handles complaints and requests for development assistance and resolves customer development problems at the counter and over the phone.
10. Acts as a liaison for the Planning Department by providing assistance to customers by answering general zoning ordinance and policy and procedure questions.
11. Assists the Building Safety Manager and Development Services Supervisor by recommending changes in policies and procedures in the permit process.
12. Calculates and collects permit and development fees.

SECONDARY FUNCTIONS

13. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Computers and their application to the development process
- Building construction techniques
- 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:

- Provide quality customer service while functioning in a regulatory capacity
- Establish and maintain effective working relationships with developers, architects, engineers, homeowners, contractors, other staff and the public
- Lead and direct the activities and work of other staff
- Track projects from beginning to end
- Communicate effectively verbally and in writing
- Interpret graphic instructions such as blueprints, plans, schematic drawings, or other visual aides
- Perform mathematical calculations
- Successfully resolve problems involving contractors, developers, homeowners and City staff
- Explain complex code requirements and plan review procedures and fees to persons with various backgrounds
- Recognized and diffuse potentially hostile situations with customers
- Work independently and perform tasks involving numerous details
- Develop building permit forms and reports that are compatible with the municipal computerized building permit system

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 four years progressively responsible experience in planning, building construction, or a related field.

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

SPECIAL REQUIREMENTS

ICC Certification as a Permit Technician, Inspector, or Plans Examiner at time of hire
A valid Arizona driver's license