



May 2011

PLANNING/BUILDING ASSISTANT

DEFINITION

Under general supervision, performs a variety of advanced administrative duties in support of the Community Development Department, including maintaining the City-wide planning project calendar for all land-use project tracking, preparing and mailing legal notices for land use applications; ensures compliance with Federal, State, County, and City laws, rules, and regulations governing land use; provides general office and administrative support, including document preparation, file maintenance, and data entry; provides information and assistance to City staff, outside agencies, and the public; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned professional, supervisory, or managerial personnel. Exercises no direct supervision over staff. Provides technical direction and training to administrative and/or newly hired staff.

CLASS CHARACTERISTICS

This is an advanced experienced-level administrative class in the Community Development Department responsible for performing a variety of planning and building-related office support duties, including assisting in the administration of land use and annexation processes and procedures, generating and reviewing a variety of legal documents, and performing various research and special projects. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City policies, procedures, and activities, and extensive staff, public, and organizational contact. This class is distinguished from other administrative classes in that it requires specialized knowledge and skills pertaining to the City's Community Development functions, in addition to standard office support duties. This class is further distinguished from the professional planning class series in that the latter performs professional-level planning work that requires additional specialized knowledge and skill, and a four-year degree.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides administrative support to the Planning Division and Building Division professional staff by performing duties of an advanced, complex, and sensitive nature; acts as liaison between the Planning Division and other divisions and departments within the City.

- Assists with the land use application process; performs necessary measures to implement approved annexations as required by State law; prepares related legal notices; ensures compliance with Federal, State, and local laws, rules, and regulations; prepares maps, owner listings, and other pertinent information in GIS; calculates related fees; processes and sets up land use files; tracks and updates the status of all pending land use applications.
- Prepares litigation records for appeals to the Land Use Board of Appeals (LUBA); coordinates with City Attorney's Office, other legal counsel, and City staff; prepares and provides legal notices to the public and media.
- Reviews land use decisions, staff reports, and public hearing items for accuracy and completeness, content and legal notice requirements, as well as relevant State and City codes.
- Responds to inquiries and requests from City staff, outside agencies, and the public related to assigned functions; explains City policies and procedures and suggests solutions; refers specific issues and questions to the appropriate staff as necessary; follows up to ensure successful and satisfactory resolution.
- Schedules hearings; prepares hearing packets for and provides other information to the hearing officer as required; schedules and participates in meetings with boards and committees.
- Performs administrative duties in support of the Community Development Department; establishes and maintains filing systems; creates and modifies forms and brochures as necessary;
- composes, types, edits, and proofreads a variety of complex documents, including reports, letters, memos, statistical charts, and correspondence for division staff from rough draft, handwritten copy, verbal instructions or other material using a computer; organizes and assembles documents; files and catalogs maps, photos, and other materials; inputs and retrieves data and text using a computer terminal.
- Enters data into the permit tracking software system; assists the Building Division Services Supervisor in monitoring operations and activities of the permit processing function and recommending improvements and modifications.
- Reviews assigned division's web pages on the City website and ensures that information is accurate and up-to-date regarding all programs and services.
- Provides lead direction and training to administrative staff in procedures related to assigned functions.
- Works with professional and management staff to establish written procedures or check lists to ensure compliance with all applicable laws, rules, and regulations; creates and maintains form templates for professional and technical staff.
- Assists in administration of special programs, including preparing and distributing administrative documents, responding to requests for information, generating reports, and updating a variety of databases and files.
- Represents the division and the City at special events and ceremonies.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Provides notary services as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of land use applications and land annexations in a public agency setting.
- Policies and procedures related to the operations of the division to which assigned.
- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence and reports.
- Applicable Federal, State, and local laws, codes, and regulations.

- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to work, including word processing, spreadsheet, and GIS software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Apply and explain policies, procedures, and practices of the division to which assigned.
- Review land use applications, prepare appropriate legal notices, and land use decisions, and related documents for completeness and accuracy.
- Perform detailed office support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Understand and follow oral and written instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

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

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in urban planning, mathematics, business or public administration, or related field and five (5) years of advanced administrative support and technical planning experience within the functional area of urban planning, or two (2) years of experience equivalent to Senior Administrative Specialist within the Planning Division at the City of Tigard.

LICENSES AND CERTIFICATIONS:

- Valid driver's license with satisfactory driving record and automobile insurance.
- Possession of, or ability to obtain, the designation as a Notary Public in the State of Oregon.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing City and departmental policies and procedures.