

PLANNING TECHNICIAN

General Statement of Duties

Performs technical, customer service, and administrative support work in land development regulation, permitting, and general office administration for the Planning Department.

Distinguishing Features of the Class

An employee in this class performs a variety of responsible administrative and record-keeping duties in support of the City's Planning Department. The employee serves as the first contact for the public which involves answering the telephone and greeting the public, answering questions about the planning process, and assisting the public with permit applications and payments. Work involves receiving zoning and sign permit applications, accepting applicable fees, and issuing approved permits; intake of planning project submittals and reviewing for completeness; routing plans to appropriate staff; establishing and maintaining project files; assisting with zoning enforcement and policies; preparing materials for meetings; creating public notices; updating department webpages and social media; and administrative support work for the department. The employee may serve as secretary to the Planning Board and Board of Adjustment preparing agendas, attending meetings, recording and distributing minutes. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Work requires considerable public contact with developers, property owners, and the general public requiring considerable tact, firmness and knowledge of applicable policies, procedures, and programs. Work is performed under regular supervision and is evaluated based on conferences, discussion, and review of assignments.

Duties and Responsibilities

Essential Duties and Tasks

Provides customer service and technical assistance to the general public, property owners, developers, and contractors; answers the department telephone and greets the general public; assists with inquiries from the public on general zoning and planning questions including ordinances and permits.

Assists the public with completing zoning permit applications; reviews permit applications for completeness and accuracy; ensures compliance with the Land Development Code; accepts payment for permits; issues development and zoning permits.

Processes and issues sign permits; investigates improper signs; performs field inspections; works with the public and applicants to ensure signs comply with submitted plans and city codes.

Accepts project submittals from developers and the public; reviews for completeness and accuracy; collects required fees; creates plan review files; routes plans to appropriate staff.

May serve as secretary or staff liaison to various boards including the Planning Board and Board of Adjustment; prepares meeting agendas and packets; prepares reports and maps for meetings; attends meetings to take minutes for distribution.

Assists in the preparation of information for various committee and public meetings; researches and prepares documents, maps, and presentation materials.

Conducts site visits with city inspector to ensure project compliance with issued zoning permits and regulations; inspects setbacks, trees, cracks in concrete, etc.

Assists with drafting and updating public notifications and advertisements; creates public notices; makes updates to the department webpages and social media posts; coordinates public meetings; assists with community engagement and outreach for planning initiatives as requested.

Assists planning staff with researching and drafting text amendments.

Assesses and resolves minor complaints and directs inquiries to appropriate staff as needed.

Researches and compiles data for departmental reports and projects.

Performs various department administrative support duties including preparing daily deposits, copying and printing materials, ordering supplies, developing and maintaining departmental records and files, and handling department mailings.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

General knowledge and understanding of the principles, practices and applicable laws of public sector land use and planning.

Working knowledge of the ordinances, codes and regulations pertaining to land use planning and development including zoning and floodplain requirements.

Working knowledge of the application of information technology including the use of various software, hardware, and peripherals including GIS, spreadsheets and databases.

Skill in preparing documents with accuracy and ability to proof documents for thoroughness and accuracy and complete required records and reports.

Ability to exercise considerable tact, courtesy, and customer service excellence in frequent contact with the public.

Ability to relay planning regulations and apply consistently and accurately.

Ability to communicate effectively in oral and written forms.

Ability to arrange and place records, reports and files into a proper sequence and develop systems for retrieval and storage of departmental and City records.

Ability to communicate effectively in oral and written forms with tact and firmness.

Ability to establish and maintain effective working relationships with City officials, developers, contractors, employees, the general public and other municipal government agencies.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, balancing, kneeling, reaching, standing, walking, lifting, fingering, grasping, talking, hearing, and repetitive motion.

Must be able to perform light work exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to pull, move or carry objects.

Must possess the visual acuity to prepare and analyze data and figures, examine maps and charts, perform accounting tasks, for extensive reading, and to operate a computer terminal.

Desirable Education and Experience

Associate's Degree in business, paralegal technology or related field, and considerable administrative experience in local government, real estate, construction or business with emphasis on customer service; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.

May require completion of Certified Zoning Officer (CZO) in timeframe requested by the City.