

DEVELOPMENT AIDE I/II

DEFINITION

Under general supervision, provides information regarding and processes various applications for land use, grading, structures, underground storage tanks, septic, health and similar applications throughout the County; receives and routes plans and documents for review; issues permits; calculates fees; performs a variety of office support work.

DISTINGUISHING CHARACTERISTICS

Development Aide I is the entry-level class in this public contact series. Initially under close supervision, incumbents learn County policies and procedures related to the individual requirements of the department to which assigned. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Development Aide II and incumbents may advance to the higher-level after gaining experience and demonstrating proficiency which meet the qualifications of the higher-level class.

Development Aide II is the experienced class in this series, fully competent to perform application processing and other office support activities. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. This class is distinguished from the Development Technician and Survey Technician series in that the latter classifications provide more technical review and processing of plans, maps, and applications and support for land use and Community Development functions.

EXAMPLES OF DUTIES (Illustrative Only)

- Reviews and conducts preliminary checking of basic maps, plans, applications and similar documents for completeness, accuracy, and conformance to requirements.
- May research and assemble information from a variety of sources, including historical records, maps, legal property descriptions, databases, online or computer-based applications, and related source information.
- Calculates fees; collects and accounts for fees and issues receipts.
- Verifies that required applications, insurances, and documentation, or similar criterion have been met or obtained.
- Issues permits as required, following specific guidelines.
- Maintains accurate records and files; enters and retrieves data and prepares documents or reports using an online or personal computer system.
- Provides information to applicants and others regarding policies and procedures, how to correct deficiencies in original document submission, and the process for re-application.
- Receives and screens a variety of visitors and callers to the office location; provides factual information, answers inquiries and routes callers to the proper person.
- Types forms, reports, correspondence, specialized documents, and other materials, using a typewriter, word processor or personal computer; proofreads and checks typed materials for accuracy, completeness, and compliance with departmental policies and regulations and correct English usage.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.

- Performs other duties as assigned.

QUALIFICATIONS

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Distinguishing Characteristics.

Knowledge of:

- o Rules and regulations related to the department to which assigned.
- o Basic real property description terminology and concepts.
- o Basic business computer applications related to the work.
- o Business arithmetic, including the calculation of areas and fees.
- o Office practices and procedures, including filing and the operation of standard office equipment, including a typewriter, word processor and/or online or personal computer.

Skill in:

- o Reading and interpreting plans, documents, maps and permit applications.
- o Interpreting, explaining and applying policies, laws and procedures.
- o Performing detailed and specialized office support work.
- o Organizing and prioritizing work and following up on assignments with a minimum of supervision.
- o Organizing and maintaining accurate files and records.
- o Establishing and maintaining effective working relationships with those contacted in the course of the work.
- o Correct English usage.

Education and Experience:

Development Aide I: One year of experience in general clerical, office support or secretarial work.

Development Aide II: In addition to the above, one year of experience in reviewing and processing permits and providing information to the public at a level equivalent to the County's class of Development Aide I.

Note: The above qualifications are typically accepted ways of obtaining the required knowledge and skills.

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

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: Work is primarily performed indoors in a standard office setting.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting, reaching, bending; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold. **Occasional** standing, walking; lifting, carrying or pushing objects that weigh up to 25 lbs. **Infrequent** climbing; lifting, carrying or pushing objects that weigh more than 25 lbs.

HISTORY

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