

CLASS TITLE: Planning Technician

NCLM CLASS CODE: 20465

POSITION NUMBER: 4020

SALARY GRADE: 13

PURPOSE OF CLASS: Under general supervision, and utilizing a computer system, performs responsible office and technical duties related to the building permit process, certificates of occupancy, zoning, computer mapping, and the collection of revenues; performs related work as required. This position is classified as non-exempt and is subject to the Fair Labor Standards Act overtime regulations.

PRIMARY TASKS:

- ❖ Answers questions about general zoning procedures, review cycles and zoning permits.
- ❖ Processes applications for building permits and various land use permits.
- ❖ Reviews building permit application packages and checks for compliance of the following:
 - Plot plans for single family dwellings to ensure compliance with established setbacks.
 - Flood Plain/Neuse River Buffer encroachment.
 - Architectural compatibility.
- ❖ Works with Wake County Building Inspector in the completion of building permit applications.
- ❖ Collects revenue for permits, issues receipts, transfers appropriate revenues to Wake County, and maintains records of transfers.
- ❖ Prepares reports for building revenue at the beginning of each calendar year and fiscal year in a spreadsheet format.
- ❖ Acts as secretary to the Land Use Review Board, Planning and Engineering Committee, and Old Town Oversight Committee by completing the following:

- Compiles the official agenda for each respective body.
- Distributes the agenda to members of each respective body.
- Takes notes at each respective meeting to compose the official minutes.
- Maintains Land Use Review Board member's attendance records to be used for the Planning Department performance measures reporting.
- ❖ Assists the public in completing various forms and explains procedures, policies and practices related to the Planning Department.
- ❖ Responds to inquiries from the general Public by phone, email, and walk in traffic.
- ❖ Receives and responds to customer inquiries, requests for information, and complaints.
- ❖ Aligns City of Raleigh Nutrient Reduction Fee with collected revenues on a monthly basis.
- ❖ Maintains a calendar of online due dates and expiration dates for fees and permits.
- ❖ Collects a variety of zoning, building permit and developmental impact fees.
- ❖ Calculates the developmental impact fee cost for building permits.
- ❖ Compiles annual summary reports of planning, zoning and financial activities of the Planning Department.
- ❖ Aligns monthly building permit list from Wake County and Knightdale Finance Department by ensuring that accurate reimbursements for services are refunded to Wake County by maintaining a spreadsheet for data.
- ❖ Accumulates daily Planning Department Revenues and issues invoices for accurate record keeping.
- ❖ Transfers all Planning Department fees to the Town Finance Department ensuring accurate record keeping.
- ❖ Performs other duties as required.

EQUIPMENT OPERATED: Computer, calculator, scanner, copier, plotter, telephone and other assigned office equipment.

REPORTING RELATIONSHIP: This position reports to the Planning Director.

WORKING CONDITIONS:

- ❖ Employee is not subjected to adverse environmental conditions.
- ❖ Must be able to physically perform the basic life operation functions of fingering, grasping, talking, hearing and repetitive motions.
- ❖ Must be able to perform sedentary work occasionally exerting 10 pounds of force.
- ❖ Must possess the visual acuity to prepare and analyze figures, perform accounting, transcription, operate a computer terminal, and perform extensive reading.

JOB CONTEXT: This position works 40 hours a week, during the five day workweek from 8:00 a.m. to 5:00 p.m. This position requires attendance at three to four evening meetings each month. Weekends and overtime are sometimes necessary to fulfill job duties upon approval from the Planning Department Director. The stress level of the job is low to moderate.

QUALIFICATIONS OF CLASS:

Education: Graduation from a University or Community College supplemented with additional course work or training in zoning, accounting, recording keeping, technical writing, computer operation, and computerized mapping, or an equivalent combination of education and training.

Experience: Experience in zoning and computer operation and mapping to include some experience in issuing permits, billing, and revenue collections utilizing a computer and a plotter; or an equivalent combination of training and experience. Certification as a North Carolina Zoning Official preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- ❖ Thorough knowledge of rules and regulations concerning planning, zoning, and computerized mapping.
- ❖ Thorough knowledge of the Town's customer service principles, practices and procedures.
- ❖ Thorough knowledge and understanding of the framework of municipal government.

- ❖ Skill in the operation of assigned computer equipment and office machines.
- ❖ Basic knowledge of computerized mapping and geographic information systems, including a plotter.
- ❖ Excellent verbal communication skills.
- ❖ Ability to adequately perform all billing and collections functions.
- ❖ Ability to make arithmetic computations quickly and accurately.
- ❖ Ability to deal tactfully and courteously with the public.
- ❖ Ability to establish and maintain effective working relationships with other employees and the general public.

SPECIAL REQUIREMENTS: Computer literate.