

EL DORADO IRRIGATION DISTRICT
Class Specification

CLASS TITLE: Development Services Technician I/Development Services Technician II

DEFINITION

Under supervision performs technical development services duties in identifying and locating District facilities for new or extended District services; and provides customer service liaison among a variety of interested parties, including developers, engineers, property owners, contractors, the public, and other affected agencies.

DISTINGUISHING CHARACTERISTICS

Development Services Technician I - This is the entry level class in the Development Services Technician series. Positions in this class typically have little or no directly related work experience. The Development Services Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Development Services Technician II - This is the journey level class in the Development Services Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Development Services Technician I

Receives immediate supervision from the Customer Service Manager.

Development Services Technician II

Receives general supervision from the Customer Service Manager.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

Confers with engineers, developers, property owners, utilities, governmental agencies, and contractors on technical matters to verify data and locate lines/available services or need for extension of services.

Assists interested parties regarding compliance with the District's service application, fee structure, permitting, construction review, and final approval processes; works closely with a variety of District staff to ensure coordination of development-related activities and consistency of information.

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Reviews and processes applications for new/or extension of service facilities; verifies accuracy of submitted documents and prepares agreement documents for purchase of District services.

Determines estimates of applicable fees including connection and time and material charges and/or other surcharges; collects required deposits and tracks payments against work completed and determines final charges/refunds at project completion.

Reviews parcel maps and District system maps to determine availability of services; ensures required legal easements have been obtained; reviews plans and subdivision maps to verify required corrections prior to final approval; files as-built drawings and updates map plans.

Monitors plan submissions, easement grants, and change orders per project; maintains meter files for release and installation of developer projects.

Prepares a variety of routine technical reports.

Responds to questions from the public about the availability of and conditions for obtaining District services; communicates via e-electronic mail, standard correspondence, telephone, or in person.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

QUALIFICATIONS

Development Services Technician I

Knowledge of:

Basic principles and practices of design and construction of engineering public works projects. Basic engineering mathematical concepts. **Principles and practices of good customer service.** Principles and practices of recordkeeping and research methods related to documents and databases. Computer software used in word processing, spreadsheet, and database applications and engineering design/mapping. English usage, spelling, punctuation, and grammar.

Skill/Ability to:

Perform technical engineering duties to identify and locate District facilities for new or extended District services and provide customer service liaison among a variety of interested parties. Perform basic engineering and mathematical calculations with speed and accuracy. Use a variety of manual methods and engineering computer software to retrieve and read and interpret plans, maps, and charts. Maintain and update a variety of electronic and hardcopy files. Learn District regulations and policies, including fees, rate structure and billing procedures. Learn principles and practices of property research, including boundary determination and land title examination. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. Intermittently, review documents related to department operations; observe, identify and problem solve office operations and

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procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff. On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Experience and Education:

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

Experience:

One year of technical engineering experience is desirable.

Education:

Equivalent to an Associate's degree from an accredited college with major course work in engineering, construction management or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

Development Services Technician II

In addition to the qualifications for the Development Services Technician I:

Knowledge of:

Advanced customer service practices and procedures related to facilitating developers and property owners in obtaining District services. District regulations and policies, including fees, rate structure and billing procedures. Principles and practices of property research, including boundary determination and land title examination.

Skill/Ability to:

Independently perform technical engineering duties to identify and locate District facilities for new or extended District services and provide customer service liaison among a variety of interested parties. Analyze systems and facilities relative to various applicants' service requests in accordance with District policies and procedures. Read and interpret parcel maps and parcel information. Read and interpret District system and facilities maps.

Experience and Education:

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

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Experience:

Two years of responsible experience similar to Development Services Technician I with the El Dorado Irrigation District.

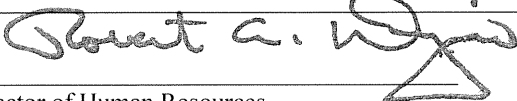
Education:

Equivalent to an Associate's degree from an accredited college with major course work in engineering, construction management or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

	<u>5/26/10</u>
Director of Human Resources	Date
Established: 08/18/2009	
Revised: 05/26/2010	
FLSA: Non-Exempt	
Unit: Non-Safety	