

**EL DORADO IRRIGATION DISTRICT**  
**Class Specification**

**CLASS TITLE: Senior Development Services Technician**

**DEFINITION**

Under direction organizes, assigns and reviews the work of assigned personnel engaged in technical development services duties associated with identifying and locating District facilities for new or extended District services; provides customer service to interested parties, including developers, engineers, property owners, contractors, the public, and other affected agencies; performs duties requiring specialized knowledge; and provides administrative support to assigned supervisor.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level in the Development Services Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and perform the more difficult and complex duties associated with researching and identifying District facilities. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from Customer Service Manager. Exercises technical and functional supervision over assigned Development Service Technicians.

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

Plans, prioritizes, and reviews the work of staff assigned to a variety of tasks associated with development services functions including researching and locating District facilities and assisting interested parties with the District's service application, fee structure, permitting, construction review, and final approval processes.

Develops schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participates in evaluating the activities of staff, recommending improvements and modifications.

Provides and coordinates staff training; works with employees to correct deficiencies.

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

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Reviews and processes the more difficult 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.

Responds to the more difficult 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.

Performs the most difficult work related to researching and locating District facilities and processing applications

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**

#### Knowledge of:

Principles and practices of technical and functional supervision and training. Advanced customer service practices and procedures related to assisting developers and property owners in obtaining District services. District regulations and policies, including fees, rate structure and billing procedures. Principles and practices of advanced property research, including boundary determination and land title examination. Basic principles and practices of design and construction of engineering public works projects. Basic engineering mathematical concepts. 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 and mapping. English usage, spelling, punctuation, and grammar.

#### Skill/Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff. Perform the most complex duties related to the processing of development services applications. 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

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District system and facilities maps. Interpret and explain District regulations and policies, including fees, rate structure and billing procedures. 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 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/or 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:

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

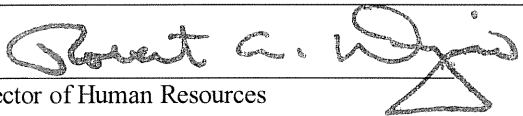
Education:

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: Exempt	
Unit: Non-Safety	