

CITY OF HEMET

Class Code: 4505
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Date Adopted: 07/10/2012
NEW CLASS

COMMUNITY DEVELOPMENT SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, performs and participates in a variety of specialized clerical and administrative duties in support of the various divisions of the Community Development Department.

This class performs a variety of difficult and complex duties requiring considerable knowledge of the different aspects of the Community Development Department, including the Building & Safety, Code Enforcement and Planning Divisions. Also required of this classification is considerable program knowledge, terminology, technical evaluation of information and use of advanced clerical skills; serves as contact for the public and, depending upon assignment, may serve as the main dispatcher for a division within the City of Hemet Community Development Department; performs other related duties as required.

DISTINGUISHING CLASS CHARACTERISTICS

The Community Development Specialist is an advanced class within the Community Development Department expected to perform the more complex customer service and clerical duties, including answering phones for multiple divisions of the Community Development Department; assisting and directing the public; coordinating with vendors and professional services assisting the department; preparing and maintaining a variety of files, technical records and reports; inputting and managing data in the computerized permit/code tracking system; providing information and assistance to interdepartmental representatives; and assisting other support staff in administrative functions as assigned, including the preparation of agendas and packets for the Design Review Committee and the Planning Commission. This classification is distinguished from the more general Office Specialist classification as it requires knowledge of community development policies and procedures, laws, and specialized terminology, as well as advanced clerical and basic technical administrative evaluation/coordination skills.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act may include, but are not limited to the following characteristics, duties, responsibilities, knowledge, skills and other characteristics:

Assists the public and/or agency representatives at the counter for Code, Planning or Building Divisions as needed in a courteous manner and provides documents and resource references as required, using proper judgment and interpretation of departmental policies, procedures and regulations pertinent to the applicable division; disseminates information through various forms of communication tools.

Performs complex clerical duties in support of an assigned function or functions, including typing letters and responding to inquiries; copying, scanning and/or faxing of multiple documents; preparing, sorting and distributing mail; sorting and filing a variety of paperwork; ordering supplies; updating and maintaining the computer database; compiling office records and updating files; completion of other duties as assigned.

Prepares a variety of documents and forms, including general correspondence and reports; compiles information to support departmental programs or recommendations for change in departmental procedures, policies and programs; sorts, calculates and summarizes various data.

Keeps current on computerized system and database for permit and code tracking modules, assists members of the department with training for the systems, creates reports as needed for the divisions.

Receives and processes Code Enforcement complaints and assigns them to the appropriate code enforcement officers for investigation; prepares and distributes legal notices and correspondence regarding code violations; compiles and updates various reports regarding code enforcement activities; coordinates with citation processing service; records pendency's and liens on properties; performs various other code enforcement duties and responsibilities as required.

Reviews, prepares and advertises public hearing notices for development projects; assists in the preparation and distribution of Design Review Committee and Planning Commission materials; assists in Planning Commission set-up and follow-up as needed.

May assist in budgeting, including providing recommendations; may make capital equipment purchase recommendations; assists with inventory control and the purchasing review processes.

Provides assistance and backup as needed to other administrative support staff, including but not limited to, processing time cards and preparing payroll; scheduling meetings between staff members, departments and/or other organizations; coordinating travel arrangements for staff members; processing invoices.

ENVIRONMENTAL AND PHYSICAL WORKING CONDITIONS

Position may require prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities:

Knowledge of standard office and administrative policies and procedures; dispatch operations and radio protocol; specified computer applications involving word processing, data entry, database access, permit/code case tracking, and/or standard report generation; business arithmetic; basic principles of mathematics; methods and techniques of scheduling work assignments; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to provide advanced clerical and technical support to assigned division(s); use applicable office terminology, forms, documents and procedures in the course of the work; provide dispatching service for assigned division(s); maintain accurate office files; compose correspondence and documents; meet critical deadlines; deal successfully with the public in person and over the telephone; courteously respond to community issues, concerns and needs; interpret, explain, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to operate standard office equipment, including a computer and a variety of software applications.

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance as a Community Development Specialist. Example combinations include graduation from high school or equivalent supplemented by college level course work in typing and office practices, and three years of progressively responsible clerical experience.

Certification/License and/or Other Special Requirements:

Possession of, or ability to obtain, a valid Class "C" California Driver's License and maintain a satisfactory driving record.