

# Development Services Facilitator

## SUMMARY

Under general supervision, the Development Services Facilitator performs a variety of support activities in for the Planning and Development department and the Planning and Zoning Commission.

**ESSENTIAL FUNCTIONS** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Provides general customer service and the front counter; responds to inquiries and provides information as appropriate; assists with filling out plan applications.
- Accepts and makes copies of completed applications; maintains accurate records of applications and related paperwork.
- Enters general plan updates for the City; conducts property and other project related research; generates maps as requested.
- Prepares a variety of reports; maintains spreadsheets, forms, and documents; scans files into appropriate computer system.
- Creates and posts Planning Commission agendas; prepares related projects descriptions, maps, and reports.
- Updates the department webpage and social media pages; adds forms, flyers, and events, and other related information for the public.
- Performs related duties as required or assigned.

## MINIMUM QUALIFICATIONS

### Education, Training, and Experience Guidelines

High school diploma or GED equivalent AND three (3) years of progressively responsible municipal planning and development related experience, which includes customer service experience; OR an equivalent combination of education, training, and experience.

### Knowledge of:

- Applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Proper grammar, spelling, and punctuation.
- Modern office policies, procedures, and equipment.
- Customer service principles, practices, and etiquette.
- Records maintenance and retention policies and procedures.
- GIS and mapping related software.
- Land use, physical design, demographic, concepts as applied to municipal planning

### Skill in:

- Reading and accurately interpreting maps, specifications, and plans.
- Preparing clear and concise reports.
- Maintaining accurate records and filing systems.
- Conducting research and compiling pertinent information.
- Operating a computer including standard software and some specialized software.
- Interacting tactfully and professionally with City staff, outside agencies, and the public.
- Typing and entering data with speed and accuracy.

- Establishing and maintaining effective working relationships.
- Communicating effectively both verbally and in writing.

#### **LICENSE AND CERTIFICATION REQUIREMENTS**

Additional certifications may be required.

#### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Work is performed in a standard office environment.