



City of Tempe

DEVELOPMENT SERVICES SPECIALIST III

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	605	<i>Department:</i>	Community Development
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Development Services Specialist II+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general supervision from supervisory or management staff. May exercise functional and technical supervision over less experienced staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four (4) years of technical construction related background with public contact and/or customer support experience in private development / municipal permitting and plan review in an architectural, building, engineering, or planning environment, to also include administering the citywide addressing policy.
<i>Education:</i>	High school diploma, GED or equivalency, supplemented by specialized training and course work in planning, GIS, architecture, engineering, real estate or degree related to the core functions of this position.
<i>License / Certification:</i>	<p>Possession and maintain an International Code Council (ICC) or equivalent certification as a Permit Technician and a Residential Plans Examiner or a Building Plans Examiner and possession of or required to obtain within six (6) months of hire or promotion one (1) additional certification from the following list:</p> <p>Electrical Plans Examiner, Plumbing Plans Examiner, Mechanical Plans Examiner, Energy Code, Green Building Code, Residential Energy/Plans Examiner or another comparable certificate issued through a recognized code making body may be approved as an alternative.</p> <p>Bachelor’s degree in related field will substitute for additional certification.</p>

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of duties involved in providing customer information and assistance related to the private development process, including planning, building, engineering, police and fire services. Coordinate the issuance of various required private development permits such as building construction to include building, engineering, fire, transit permits and signage; update and maintain records using the City's automated permitting system, and online payment system.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Act as initial point of contact to provide information to the general public and respond to customer inquiries, requests for service and complaints; answer telephone and walk-in requests for service and information regarding development and City policies and procedures; refer inquiries to appropriate departmental personnel as necessary.
- Provide assistance, information, forms and permits to the public; receive and review applications, plans, and other construction documents to determine such submittals; advise applicants on requirements for complete submittals; participate in post submittal project review.
- Provide information relating to water, sewer and storm drain locations, line sizes, type of construction, depth and benchmark elevations; research a variety of engineering and real estate records in answering inquiries including legal descriptions, civil plans, blueprints, as-built and various office files.
- Assist the public in new utility services; authorize and issue orders for water and sewer services.
- Research records and provide customers with specialized site-specific property information such as approved building permits, finalized building plans, property record cards, certificate of occupancies, contractor's affidavits, special inspections certificates, zoning, site and plot plans. Notify contractors, engineers and architects regarding the permit status.
- Review and process private development permit applications for accuracy, completeness and compliance within established procedures; receive, balance and deposit payments; maintain financial and accounting records.
- Collect and process appropriate information for permitting and Planning and Zoning applications, requests for modification/alternative material design or method of construction, assess and collect fees, bonds and charges based on the nature of request for service; issue private development permits, permits for work in the right of ways including building, mechanical, electrical, plumbing, fire, signage, zoning, paving, drainage, street lights, underground fire lines, water and sewer lines, special use, use haul, and miscellaneous trenching, after hour inspections, inspections without a valid permit, new water line samples for bacteriology retest, requests for refunds.
- Will perform in a "Lead" position for workgroup, when assigned by supervision.

- Identify defects or inadequacies; prepare plan check correction reports and require that corrections be made to meet the requirements of pertinent city codes.
- Approve plans that comply; approved permits for construction.
- Examine plans for minor residential/minor commercial reviews. Examples include but not limited to: demo permits, haul permits, window permits, underground service line reroutes, replacements of backflow, preventers and residential HVAC systems.
- Examine plans and issue zoning permits for modular and mobile homes.
- Respond to questions and advise architects, inspectors, engineers and the public regarding all codes and zoning ordinance; related to residential projects.
- Review specifications and other exhibits for compliance with acceptance criteria; accept eligible submittals for the plan review process.
- Classify and log new projects for plan check; create plan check, project and site data files on automated permit system; enter permit data into the system; revise data as project status and details change.
- Assign official street address; assign building letters and suite numbers in accordance with the citywide addressing policy and procedures. Compile monthly report to maintain City digital maps, GIS database, and to notify utility companies, federal, state and county government agencies.
- Maintain/update the citywide geographic database; reproduce maps, plans and records for the public, other City departments and outside agencies using electronic files, blueprints and copier.
- Input, retrieve and update data and text information relating to private development permits, inspections, violations, and building and construction activity into various customized data bases.
- Prepare a variety of statistical and narrative reports; i.e. plan check, permit, inspection complaints, etc.
- Operate specialized computer workstations to provide technical GIS engineering and land use information to the public, other City departments, and outside agencies, including architects, engineers, developers, designers, and utility companies.
- Review work for continuous process improvements; recommend and assist in the implementation of workgroup goals, as well as policies and procedures; apply good customer service principles and make recommendations for increased efficiency in a team environment; recommend sound business practices to resolve problems.
- Assist in monitoring the function of the inspection module of the Interactive Voice Recognition (IVR) system; recommend and assist with the implementation of changes to the inspection module of the IVR system.
- Maintain a daily log of inspection requests; file inspection results and comments manually and in the IVR system; reschedule requests as required; generate reports and provide general support for the inspection module of the IVR system.
- Receive phone calls, answer questions, and provide information for builders, contractors, and building owners regarding inspection requests and results.
- Provide coordination support with building, on-site engineering, fire, and planning inspectors to maintain project continuity.

- Maintain inspection and issued permits files; run reports and review files for inactive, revoked, or expired permits and code violations; assist in initiating action against expired permits or to correct code violations.
- Review project submittals for single family residential dwellings to determine their completeness and compliance to zoning ordinance requirements.
- Review application and issue residential building permit to replacement/upgrade for electrical service.
- Verify and process license contractor certificates of liability insurance.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; answer customer complaints pertaining to ordinances, code violations or policy.
- Assist in the interpretation, application, and maintenance of the policies and procedures for the Development Services Center.
- Conduct in-house training for all staff on automation enhancements.
- Perform related duties as assigned.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective May 2022

Revised May 2023 (updated min qualifications and job duties)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Development Services Specialist III+

Job Code: 605

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?		X
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

ENDURANCE				
Sit				X
Stationary / Stand		X		
Move / Traverse		X		

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*	X			
Fumes	X			
Computer Software				X
Chemicals	X			

ENVIRONMENT				
Indoors				X
Outdoors	X			
Working in or around water	X			
Extreme Heat	X			
Extreme Cold	X			
Office Setting				X
Confined Spaces	X			
Excessive Noise**	X			
Heights	X			
Sewage Exposure	X			
Bodily Fluid Exposure	X			

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)		X
Distance (clear vision at 20 feet or more)		X
Color (ability to identify and distinguish colors)		X
Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)		X
Peripheral (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)		X
No Special Vision Requirements		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs		
26-50lbs		
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs		
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist		X
Crouch / Squat		X
Kneel / Crawl		X
Above Shoulder Level		X
Below Shoulder Level		X
Repetitive Arm Use		X
Repetitive Wrist Use		X
Repetitive Hand Use		X
Climb Stairs / Ladders		X
Neck Range of Motion		X
Traverse Uneven Surface		X
Traverse Even Surface		X

ADDITIONAL CONSIDERATIONS:

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**** Hearing test is required**