



## EFFINGHAM COUNTY BOARD OF COMMISSIONERS

<b>Job Title: Development Services Technician (DST)</b>	<b>Job Code:</b>
<b>Reports to: Director of Development Services</b>	<b>FLSA Status: Non-Exempt</b>
<b>Department: Development Services</b>	<b>Approved:</b>

*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.*

### **Position Overview:**

The position of Development Services Technician is a significance public interface employee for the entire Development Services Department. The education requirement is a minimum of a high school diploma and is required. An associate's degree is preferred. A minimum of two years of customer service in a retail environment, professional office environment, or hospitality environment is required. This position level receives considerable immediate supervision from the Director of Development Services, the Zoning Manager, the Building Official, and planning positions. The position reports to the Director of Development Services.

### **Principal Duties and Responsibilities (Essential Functions\*\*):**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

Approves and issues all new and renewal business licenses for Effingham County.

Enters all business license information into the appropriate database software.

Coordinates with GIS to issue new address to Effingham County citizens.

Receives building inspections inquiries and enters the request for inspections in the appropriate database.

Issues Certificate of Occupancy (CO) when Building Official submits the proper forms

Receives the forms for the minor subdivision process and coordinates with the zoning administrator to get minor subdivision approval for Effingham County citizens.



## EFFINGHAM COUNTY BOARD OF COMMISSIONERS

**Job Title: Development Services Technician**

**Job Code:**

Be the first to answer Effingham County citizens, either by phone, email, or in person on all development services inquiries.

Take the time to assist Effingham County citizens in filling out the variety of permit forms.

Be very familiar and amend as needed all forms associated with the Development Services Department.

Create, write and amend as necessary standard operating procedures (SOP's) for all permits issued by Development Services.

Become an expert on the county database software.

Become an expert on Effingham County schedule of fees and make recommendations for any amendments to the schedule of fees.

Accurately collect all monies associated with permit fees.

Issue single trade permits immediately after the collection of permit fees and correct paperwork.

### **Typical Knowledge, Skills, and Abilities:**

Skills to administer superior customer service

Knowledge of the principles and practices of office management

Knowledge of principles and practices of research and data collection

Knowledge of effective writing techniques

Knowledge of computer programs and applications, which may include Microsoft Office, Internet applications, and database management

Oral communication and interpersonal skills to explain rules and procedures clearly to the public



## EFFINGHAM COUNTY BOARD OF COMMISSIONERS

**Job Title: Development Services Technician**

**Job Code:**

Creative problem-solving skills to gather relevant information to solve practical problems and address citizen inquiries and concerns

Ability to work on several projects or issues simultaneously

Ability to work independently or in a team environment as needed

Ability to attend to details while keeping big-picture goals in mind

Effective written and verbal communication skills

Ability to facilitate in-person and virtual public participation activities

### **Minimum Qualifications**

High School Diploma

Two years of customer service in a retail environment, professional office environment, or hospitality environment is required.

### **Performance Aptitudes:**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situation.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information and be able to provide explanations of data.



## EFFINGHAM COUNTY BOARD OF COMMISSIONERS

<b>Job Title: Development Services Technician</b>	<b>Job Code:</b>
---	------------------

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

### **ADA COMPLIANCE:**

**Physical Ability:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.