

## Development Services Technician

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### **DEFINITION**

This is technical development and building services support work performed within a multi-functional service delivery environment. Development Services Technicians' provide frontline technical review on minor development/building/licensing applications with the authority to render decisions on applications that meet all requirements (no variance and permitted use types).

Development Services Technicians expedite and/or minimize the customer service turnaround times by providing the initial technical review of applications for completeness, providing approvals of minor developments, issuance of building permits on minor developments, and/or make decisions on Business License categories, zoning and approve acceptance of documentation related to the various licensing requirements.

Work of this class is distinguished from the Planning Technician I class by the complexity of the applications reviewed, evaluated and approved.

### **TYPICAL DUTIES \***

- Provide the first level of technical review on applications such as: Minor Home Based Business Applications, Exterior Building Alterations, Detached Garages, Basement Development, Uncovered Decks, etc.
- Establish the service required of the customer and review applications for accuracy and completeness in compliance with the various regulations and zoning bylaws.
- Approve minor development, building applications and licensing applications that meet all requirements and require no variance. Issue products at the counter such as simple development approvals and zoning clearance letters.
- Perform the initial review and intake of the more complex types of applications to be referred to senior technical staff for approval. Ensures all information provided is accurate and complete prior to submission, or transfers the client for consultation with senior technical staff.
- Provide necessary explanation to property owners in cases where compliance to bylaws are not met advising of non conformance and/ or additional requirements before application can be accepted. Advise the client of the referral process and intake the applications which require referrals for circulation to the applicable regulatory authorities and ensure approvals are obtained prior to issuance of a license.
- Provide customers with information, interpretation and direction regarding zoning, minor development and building questions; application procedures for development permits, business licensing, and related legislation, municipal bylaws, and processing requirements.
- Respond to concerns, issues or questions related to development, bylaws, and provide instructions regarding other City services, either in person or on the phone. Refer customers as required to the appropriate department/resources.
- Review and research zoning issues related to business licenses, including on-line and over the counter applications.

- Act as a resource in providing subject matter technical expertise advice and assistance to Customer Service Representatives
- Performs related duties as required

**KNOWLEDGE, ABILITIES AND SKILLS**

- Considerable knowledge of development terminology, practices and procedures and standards, and work methods applied within a planning environment
- Knowledge of development and architecture in relation to land use planning and development issues in a municipal context is required
- Knowledge of regulatory, advisory, and other legislative bodies and their associated policies, procedures and regulations
- Ability to work independently and as a member of a team and to make decisions in accordance with established policies, standards and objectives
- Strong organizational skills with the ability to work in a fast-paced environment with a high level of accuracy and attention to detail
- Exceptional customer service and communication skills including the ability to effectively consult with the general public and industry clients on a diverse range of business activities
- Ability to read and interpret detailed building blueprint plans, blueprints and specifications related to the various business activities
- Knowledge and skill in computer applications and related programs in support of the business activities

**TRAINING AND EXPERIENCE REQUIREMENTS**

Completion of a two (2) year diploma in Architectural Technology, Landscape Architectural Technology, Construction Engineering Technology or a related diploma program from a recognized Institute of Technology or Community College, supplemented by public relations/customer service experience.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	2216		2217	
Grade	016		015	

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