



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Senior Development Services Technician
------------------	--

GENERAL PURPOSE

Under direction, performs advanced technical and paraprofessional development-related engineering work, including, calculations, plan review, file revisions and conversions, estimates, and engineering reports; reviews technical and specialized documents and agreements; prepares standard facilities agreements; assists in complex analytical review related to developer financed projects; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This lead or advanced-level classification in the Development Services Technician series is responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory and management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives, and values.

- Leads and participates in the work of technical and administrative personnel in the performance of technical, paraprofessional civil engineering, and administrative work; plans, schedules, oversees, and reviews the work of any assigned project staff.
- Reads and interprets engineering drawings, plans, cost estimates, and records to identify standard facility-agreement requirements; reviews approved plan of service and/or drawings prior to generating standard facilities agreements; makes recommendations for change or approval; confers with supervisors, engineers, consultants, and contractors regarding interpretation of documents.
- Reviews water, sewer, and recycled water plans, subdivision and parcel maps, easements, and legal descriptions for new/current development projects, services subdivisions, main extensions, and laterals.
- Reviews development projects for conformance to project plan of service, District service rules, construction standards, special benefit areas, Reimbursable/Non Reimbursable frontage and the District's Master Plan.
- Confers with representatives from engineering firms, developers, property owners, other utilities, public agencies, other governmental agencies, and contractors on technical matters to verify data, locate lines, coordinate various stages of work and/or explain the District's procedures and development services process.
- Determines need for source control involvement for non-residential sewer installations and connections based on District Water and Sewer Rules and Regulations and requirements.
- Reads and interprets boundary maps to determine subagency involvement, improvement districts, annexation requirements, special-area surcharges, assessment-district credits, and CFD credits.
- Researches District commitments to determine standard facilities-agreement requirements or to recommend reimbursements for various land parcels and proposed developments.
- Audit development projects for outstanding requirements prior to final acceptance of improvements.
- Follow District and State requirements in processing of refunds or reimbursements for annexation, frontage, district participation of oversizing, project cancellations and district reimbursements.
- Prior to final acceptance of improvements perform audit of GIS system and applicable systems for proper plotting of District's reimbursement obligations, service connections acquired have paid financial participation charges, and water connections released have properly transferred to District billing system to minimize loss of revenue.
- Directs field confirmation of existing facilities, size of lines, and location for conformance with standard facilities agreements and District requirements; directs

field investigations to verify location and installation of existing and proposed water, sewer, and recycled facilities.

- Reviews contractors' insurance certificates to ensure appropriate insurance requirements are met to protect the District's interests; sets up development projects, inquiries, and project files in the appropriate systems; routes development project packages and supporting documentation for technical engineering review.
- Responds to customer requests for information; calculates and quotes fees for a variety of installations and services based on applicable Water and Sewer Rules and Regulations; receives customer complaints and resolves or refers complaints for resolution; researches and responds to difficult customer account problems.
- Reviews private purchase agreements to assist with development project acquisitions of active and dormant projects.
- Works closely with Special Funding District staff to account for Special Funding District requirements related to standard facilities agreements and to provide support to staff as it relates to assessment-district credit programs applicable to connection fees.
- Explains, estimates, or assesses and/or processes fees and deposits for services in accordance with District fee structure, policies, regulations, requirements, Special Benefit Areas, Assessment Districts, District Frontage Obligations, Special Credit Programs, and Exemption Programs.
- Participates in the formation, implementation, and validation of Geographic Information System (GIS) files and data to support GIS data base in support of the work unit; assists departments using GIS programs to map water and sewer displays, and special benefit-area surcharge boundary layers; analyzes data and prepares miscellaneous illustrative materials.
- Reviews and evaluates studies, designs, reports, and records generated by other departments and outside entities.
- Assists in reviewing monthly and quarterly financial reporting of collected Financial Participation Charges for accuracy and/or discrepancies.
- Prepares a variety of memoranda, technical reports, specifications, graphs, charts, agreements, and other specialized documents; composes customer correspondence; writes periodic progress reports on construction and expansion developer projects.
- Adheres to office procedures including record management policies and procedures, ensuring compliance with the District's retention policy.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Technical processes and standards involved in the engineering design and construction.
- District Water and Sewer Rules and Regulations.
- Mapping techniques, legends, and nomenclatures.
- Business mathematics.
- District policies, procedures, and practices applicable to installation of domestic, commercial, landscape irrigation, and other water and sewer service connections.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- Improvement districts, the annexation process, assessment districts, frontage reimbursement process, and oversizing process to determine project requirements and fees.
- Operational characteristics of GIS programs.
- Basic engineering and construction terminology.
- Customer service practices and etiquette.
- Standard office practices and procedures including record keeping and filing.
- Sound business communication practices.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Prepare a diverse range of business correspondence and technical reports.
- Perform work involving a variety of technical engineering applications.
- Read and interpret engineering drawings, quad sheets, and maps.
- Perform mathematical calculations quickly and accurately.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Follow and apply written and oral work instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Four (4) years progressively responsible experience providing technical support to a development permitting program or engineering functions, preferably in a municipal or water utility environment.

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by college course work in engineering, mathematics, or a related field. An associate degree in engineering, construction management, or a related field is desirable.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Senior Development Services Technician
Last Update: July 2018

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>September 18, 2018</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Senior Development Services Technician. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____