



Class Title: Planning Services Assistant
FLSA Designation: Covered

Pay Grade: 5
Established: 5-2016

Class Summary/Primary Function

The primary functions of an employee in this class are to process, manage the issuance of, and maintain planning/zoning permits; process all “property inquiry requests to determine the building permit eligibility of parcels ; conduct research for planning and zoning projects; track development compliance (i.e. master subdivision list, CUP conditions, ect.); respond to public records requests; and assist in the preparation of packets for the Planning and Zoning Commission and Board of Commissioners meetings. The Planning Services Assistant provides public assistance on department processes and procedures, permit fees and moderately difficult planning, zoning, and building issues. The nature of the work requires the employee to be detail oriented with excellent public relations skills in handling often disgruntled citizens. The work is performed under the direct supervision of the Planning Administrator. The principal duties of the position are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Perform deed and land use code research to determine the building permit eligibility of parcels;
- Reviews/monitors past development’s timelines, conditions of approval and outstanding requirements;
- Review building permit applications to determine Land Use Code compliance;
- Assists in the preparation of agendas, legal notices, public notices, and landowner notifications on time, accurately, neatly, and conforming to local and state statutes;
- Maintains hard copy and electronic copies of the County’s land use plans, maps, and regulations;
- Educates the public about County policy including plans, maps, permits and all applications and regulations;
- Ensures proper maintenance of all electronic and hard copy records relating to all departmental activities;
- Administers fees related to land use applications;
- Maintains the Planning Administrator’s and department calendar;
- Posts hearing/meeting notices, agendas, and minutes to the county’s website; maintains department’s page on website and social media website- including announcements, applications, materials, policies and ordinances to keep them current;
- Compiles, retrieves, records, and enters information by hand or computer;
- Maintains working relationships with departments and agencies to coordinate functions;
- Assists code enforcement personnel as needed to investigate or respond to complaints of code or permit violations;
- Prepares accurate and reliable information and documents;
- Reviews existing administrative procedures and recommends improvements;
- Utilizes mapping services for zoning issues, floodplain areas, physical addresses, etc.;

- Greets the public, responds to questions, and provides explanations to contractors, property owners and the general public on code compliance, permit issues and planning and zoning issues, plans, maps, and regulations; communicates with other departments;
- Manages digital permit database;
- Researches latest permit software options and makes recommendations to the department head;
- Processes land split and boundary adjustment applications. Reviews plats, warranty deeds, and supporting documents for accuracy. Researches recorded documents and Assessor’s records to verify eligibility;
- Reviews final submittals and then causes documents to be recorded;

- Processes requests for public information; ensures requests are in correct written form; may perform some research to provide adequate response;
- Assists in preparing packets for Planning and Zoning Commission and Board of County Commissioners hearings; coordinates public hearings; arranges for legal and site notices, agenda postings, and landowner notifications;
- Writes memos to the Commission or Board regarding application materials;
- Conducts research for assigned planning and zoning projects;
- Follows up with developers and land owners when Department staff need additional information or to notify them of meetings or hearings;
- Performs time management and scheduling functions, meets deadlines, and prioritizes projects;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of departmental operations and activities;
- Responds to citizens', , applicants', developers', and agencies' questions and comments in a courteous and timely manner;
- Assists in processing building permits and other building department responsibilities, as needed;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements:

Knowledge of:

- Basic planning and land use practices and procedures;
- Deeds, surveys and plats;
- Land ownership and transferring processes;
- General procedures relating to the gathering and analysis of data and the preparation of reports;
- Modern office practices, procedures and equipment;
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures and techniques;
- Local government operations, procedures, and departmental relationships;
- English grammar, spelling, punctuation, and composition.

Ability to:

- Clearly explain county planning and building functions and procedures;
- Prepare, review, and maintain accurate and reliable files, records, and correspondence, tracking follow-up if required;
- Prepare and maintain detailed and accurate computerized and hard copy files;
- Maintain strict individual and transaction confidentiality and impartiality;
- Provide follow-up to department priorities and work assignments to ensure desired results and to document actions;
- Provide effective customer services and administrative support;
- Conduct research on assigned projects;
- Communicate effectively, both orally and in writing;
- Work with diverse clientele, including the ability to diffuse tense situations;
- Deal with all parties in all situations in a forthright, diplomatic and confidential manner;
- Maintain effective working relationships with other County employees, supervisory personnel, state and local elected officials and the public;
- Perform multiple tasks simultaneously, including handling interruptions, then return to and complete tasks in a timely manner;
- Develop creative and effective resolutions to simple and complex problems;
- Work independently and handle a variety of public interactions or situations with tact and diplomacy;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;

- Maintain a professional demeanor during stressful situations;
- Operate standard office equipment and a personal computer including program applications appropriate to assigned duties;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform all work duties and activities in accordance with County policies, procedures and safety practices;

Acceptable Experience and Training

- High school diploma or GED, with additional coursework in administrative functions or planning preferred; and
- Three (3) years administrative experience in a planning or building office or other closely related field; or
- Any equivalent combination of experience and training that provides the knowledge and abilities necessary to perform the duties of this job.

Specialized Licenses or Certifications

- Valid Idaho Driver's License

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to understand verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, organize and maintain accurate files;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment;
- Sufficient personal mobility, flexibility, and balance, with or without reasonable accommodation, which permits the employee to lift or move objects that weigh up to 30 lbs. and to work in an office environment.
- Jobs in this class require performing repetitive hand movement in gripping, fingering, and hand/wrist/arm movements. Related job tasks may require walking, standing, climbing stairs, sitting, lifting, stooping, squatting, kneeling, bending, crouching, pushing, grasping, and reaching.