



MEMORANDUM

TO: Knoxville-Knox County Planning Commission
FROM: Amy Brooks, AICP, Planning Services Manger
DATE: March 4, 2020
SUBJECT: **3-D-20-OB:** Consideration of an addition to the Position Descriptions for Knoxville-Knox County Planning

STAFF RECOMMENDATION:

Staff recommends approval of the addition of a Senior Planning Technician to the Position Descriptions for Knoxville-Knox County Planning.

BACKGROUND:

The addition of a Senior Planning Services Technician position provides opportunity within this job classification for professional growth, greater independence, and higher responsibility for assigned work than that of Planning Technicians.

SENIOR PLANNING TECHNICIAN

General Description

The position performs technical duties essential to the efficient administration of monthly regulatory review processes. The position also may assist with general and clerical tasks necessary for daily operations of the agency. Work includes both recurring and non-recurring assignments. Work is reviewed for conformity to technical standards and must be completed in a consistently reliable and dependable manner. Employees work with a high level of independence and are expected to show initiative and leadership in their area of expertise.

Essential Functions

- Assists the public at the customer service counter, processing applications, forms, and plans.
- Responds to inquiries and comments from contractors, developers, surveyors, engineers, architects, property owners, and the public at the customer service counter, over the phone, and by email.
- Maintains accurate records and logs concerning applications received and cases processed.
- Enters and/or updates pertinent information in computerized database systems; implements and trains others in the use of new systems as assigned.
- Routes plans and support documents to appropriate staff; compiles fee totals on completed applications; extracts and compiles key paperwork pertinent to permits and field applications.
- Informs applicants of application status.
- Conducts technical searches for plans and files; provides staff with maps; answers questions about individual properties, easements, and rights-of-way.
- Assesses and prioritizes work tasks, delegating tasks as needed.
- Coordinates with administrative staff and planners related to preparation, processing, and filing of plans, records, correspondence, and other documents; assists with organization and storage of paperwork related to investigative reports.
- Provides direct support to Planning's addressing function, including address certification, background research, and related customer service, as may be required.
- Reviews final plats and administrative plats for conformance with minimum subdivision regulations and zoning ordinances for Knoxville and Knox County, and the major road plan.
- Proactively identifies improvements and enhancements to work flows, processes, and customer service.
- Makes quality assurance and quality control of work a priority for the employee and Planning Technicians.
- Trains and mentors' new staff.
- Performs other related duties, as may be assigned.

Knowledge/Skills/Abilities

- Extensive knowledge of land use regulations, including zoning ordinances and subdivision regulations.
- Knowledge of basic principles and practices of mapping.
- Knowledge of basic principles and practices of mathematics.
- Knowledge of specific public-agency functions, such as U.S. Postal Service, 911 Emergency Communications, and other city and county service providers.
- Ability to provide outstanding customer service, setting an example for colleagues.
- Ability to communicate verbally and in writing in a highly productive and professional manner.
- Ability to perform essential office procedures, such as maintaining map files, reproducing maps, generating basic graphics, and using copiers, plotters, scanners, and printers.
- Ability to demonstrate proficiency in the use of, and ability to learn, information technology, including software applications used in collection, graphic presentation, and analysis of information.
- Ability to perform high quality data entry on personal computers, geographic information system, and other office equipment, such as GPS units.
- Ability to establish and maintain effective and productive working relationships with staff, agency partners, applicants, and the public.
- Ability to perform work within prescribed time schedules.
- Ability to work as part of team and in a team leadership role.
- Ability to mentor and train new staff.
- Ability to anticipate challenges and identify solutions in day-to-day responsibilities.

Physical Requirements

Must be able to operate a variety of office machines and equipment, such as personal computers, keyboards, printers, scanners, photocopiers, cameras, telephones, fax machines, calculators, rulers/scales, utility knives, and paper cutters. Must be able to work, move, or carry objects or materials. Must be able to lift and/or carry weight of 20 to 40 pounds. May be required to exert up to 50 pounds of force occasionally, and walk over rough terrain for field work. Must be able to walk, stand, or sit for prolonged periods of time. Physical demands for the majority of work performed are at levels of those for light work.

Mental Requirements

The position uses logic and/or scientific thinking to define problems, collect information, establish facts, and draw valid conclusions; uses knowledge, ability, and skills to organize and perform work assignments; and uses judgment for non-standard tasks, with guidance as needed.

Minimum Requirements

- Associates degree, or combination of post-secondary training and eight to ten years of increasingly responsible experience providing customer service at a public counter or office that provides planning, construction, architecture, engineering, or similar services.

Preferred Qualifications

- Bachelor's degree.

FLSA Designation

- Non-exempt.