

**CITY OF FONTANA
DEVELOPMENT SERVICES PERMIT AIDE**

DEFINITION: Under general supervision, provides clerical assistance at the Development Services Counter with the processing of permit and plan check applications, issuance of permits, updating and using the automated permit processing system; answers multiple phone lines directing inquiries to proper department/division and provides general information and assistance to the public.

SUPERVISION RECEIVED: Receives general supervision from higher level management and supervisory staff and may exercise functional and technical supervision over lower level clerical staff.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Interact with a wide variety of clientele, take in applications for plan check, issue permits, provide and explain Development Related documentation and forms, convey regulations with firmness and tact, while retaining a professional work environment.
- Organize and maintain complex technical filing systems and records such as permit and plan check applications, inputting permit data into automated permit processing system; creating statistical reports, maintains manuals and updates resource materials.
- Provide general clerical support to Development Services staff; screens calls, visitors and mail; respond to requests for information and assistance from the public.
- Operate a variety of office equipment including computers and related software; input and retrieve data and text; organize and maintain disc storage and filing; order and maintain office equipment and supplies.
- Schedules and reviews activities to ensure that work is completed in a timely and appropriate manner.
- Participate in special projects; compile data as assigned.
- Learn, interpret and apply Federal, State, local and department policies, procedures, laws and regulations.
- Analyze situations carefully and adopt effective courses of action.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in the processing of permits and plan check

applications, and the preparation of statistical reports and data, using a computer key board and mouse. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer, and acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push files, plans and specifications, computer reports, or other materials weighing up to 25 pounds also is required.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that provides the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Appropriate English usage, spelling, grammar and punctuation.
- Modern office procedures, and equipment including computers and applicable software.
- Effective public communication skills.

Experience: Two years of increasingly responsible clerical experience. Knowledge of municipal development processes is preferable.

Education: Equivalent to the completion of the twelfth grade supplemented by courses/workshops in customer service, development processes, procedures, codes, and/or computers.