

The Maryland-National Capital Park and Planning Commission

TITLE: Planning Technician I
SERIES: Planning

GRADE: 12
CODE: 2231 EEO: Technician

DATE: 1/26/2021
FLSA: Non-Exempt

Class Definition:

Under general supervision, performs review of development applications for accuracy and completeness in support of the planning function. Consults computerized databases and documents to verify information and to locate missing information; maintains computerized and manual records. Responds to customer inquiries, both in-person and on the phone. Collects, accounts for, and deposits permits, publications, applications and other fees. Some work may be confidential or sensitive. As an individual contributor, work results in completed assignments that have important impact on the accuracy, adequacy, timeliness and other facets of planning support of the unit or work program of assignment. An incumbent is expected to develop knowledge of county geography, organization and functions, as well as, the ability to read and interpret maps and plans and gain knowledge of a variety of County codes and ordinances. Follows procedures and applies standard solutions to a range of common or recurring problems. Interacts with people inside and outside the organization to exchange routine and non-routine information. Performs other duties, as assigned.

Work is assigned in terms of continuing responsibilities and requirements of specific assignments. The incumbent carries out regular, recurring work in conformance with established policies and procedures, and accepted methods and practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate established guideline(s), and brings uncommon problems to the supervisor's attention for guidance or resolution. The work is subject to review, and upon completion for conformance with instructions and guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties:

1. Reviews and processes applications in accordance with procedural requirements; identifies applications that are incomplete and clearly unacceptable. Distributes applications to appropriate review sections/agencies within established time frames; refers doubtful situations to a supervisor for review. Maintains notes of interactions with customers.
2. Keeps applicable codes updated and maintains awareness of in-house policy changes; stays informed of code and ordinance changes in area assigned. Assists with locating codes and ordinances in appropriate books and other sources.
3. Collects data and information from computerized permit system and other sources; organizes and reviews data to ensure information is accurate and meets requirements.
4. Assists with collecting permits/applications/publications and other fees; records money received and prepares deposits.
5. Documents each inquiry from a customer on appropriate records; prepares permit review comments sheets in accordance with established guideline(s).

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6. Assists with preparing digital maps, plans, graphics, and slides to assist planners in preparing publications and in-house presentations at public hearings and meetings.
7. Coordinates sign postings for public hearings.
8. Communicates and interacts effectively with business contacts. Establishes, maintains, or enhances working relationships with internal and external contacts. Responds to customer inquiries, both in-person and on the phone.
9. Assists with scheduling meetings, site visits, inspections and preparing meeting minutes.

Important Worker Characteristics:

- A. Knowledge of *: (1) County ordinances governing zoning, subdivision, and related areas; (2) County and Commission organization, policies, procedures, rules, and regulations governing permit/application processing; and (3) county geography.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability in: (1) use of computer databases for entering and extracting information; (2) preparation of digital presentations; (3) use variety of computer programs and applications for word processing, spreadsheets, map production, graphics, slide presentations, data entry, and tracking systems; (4) work accurately while serving customers and responding to phones; (5) understand and apply a system of procedures and rules; (6) perform accurate mathematical calculations; (7) scan and file records; and (8) use of plotters, printers and point of sale machines.
- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying a system of procedures and rules and performing mathematical calculations.
- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. Examples include communicating with the general public on matters related to permit/application processing, compliance with codes and ordinances.
- E. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in using a computer, modern office software (such as MS Office), enterprise and specialized software.

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Minimum Qualifications (MQs):

1. High school diploma or Certificate of General Educational Development (GED).
2. One (1) year of experience with plan, permit and development application review.
3. An equivalent combination of education and experience may be substituted, which together total one (1) year.

Working Conditions:

Works in an office setting; may work outdoors briefly on an incidental basis. Work is primarily sedentary and requires light physical effort; may require greater physical effort on an incidental basis. May be subject to various job demands such as high volume of work and tight deadlines.