

City of Grass Valley
JOB DESCRIPTION



**Community Services Analyst I / Community Services Analyst II
(Flexibly Staffed)**

Department: Various

FLSA Status: Non-Exempt

Reports To: Department Director

Unit: 2, Full-time Position

SUMMARY OF JOB PURPOSE

Under direction to plan, organize and implement City permit operations; prepare and compile a variety of analytical work that ranges from moderate to considerable difficulty; and perform a variety of professional and technical level tasks relative to assigned area of responsibility.

The *Community Services Analyst I* is an entry level classification responsible for assisting a Department Director and/or their designee.

The *Community Services Analyst II* is journey level position and is assigned a greater variety of more difficult tasks and projects. This class is distinguished from the Community Services Analyst I in that the position is expected to be self-directed, have greater familiarity with City operations, and work on more complex projects and special assignments. Positions in this class may be flexibly staffed and are normally filled by advancement from the Community Services Analyst I position. Appointment to the higher class requires that the employee be performing the full range of duties for the class and meet qualification standards for the class.

SUPERVISION RECEIVED AND EXERCISED

The *Community Services Analyst I* class position receives general supervision from the Community Development Director or their designee.

The *Community Services Analyst II* class works with limited supervision and, within a framework of established procedures, is expected to perform a variety of complex duties with only occasional instruction or assistance from the Community Development Director or designee.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)

Community Services Analyst I, Typical Duties:

1. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the City's permitting programs; implement policies and procedures.
2. Develop and implement the permit programs by compiling, evaluating, and determining specific needs related to permit customers.
3. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications to increase work efficiencies.
4. Research, compile, and prepare reports and documentation on program activities; maintain records of findings and corrective actions; prepare periodic status reports.

This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.

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5. Provide information and direction to the public at the counter, via telephone, e-mail, and written correspondence related to the City's processes including planning, building, engineering, public works, utility, and zoning matters.
6. Review applications, documents and plan submittals to assure basic submittal requirements are provided based on established criteria; log-in and coordinate routing of various plans and permits to appropriate departments and outside agencies.
7. Issue minor planning, engineering, and building permits and provide fee estimates as requested.
8. Assist with the development of marketing and informational materials; maintain database of new businesses.
9. Respond to requests for information from the general public, City staff, developers, and other interested parties; research requested information and make recommendations appropriate to resolving inquiries and/or complaints.
10. Performs a variety of responsible customer service duties in support of an assigned City area or function including, but not limited to, billing, licensing, office support, records maintenance, accounting, and cashiering.
11. Receives and processes applications and license renewals; verifies accuracy of information on applications, collects fees, and posts payments; routes applications to appropriate departments for review and action.
12. Receives and responds to requests for City records and documents; converts hardcopy records into digital formats; indexes digital records into an electronic records system; maintains electronic and hardcopy files; files and retrieves record copies as necessary.
13. May serve as custodian of petty cash; assumes responsibility for maintaining records of petty cash distributions; reconciles petty cash; ensures ample supply of cash on hand.
14. Monitors work activities to ensure safe practices, quality and accuracy; ensures compliance to applicable rules, policies and procedures.
15. Performs general administrative work as required, including but not limited to preparing reports and correspondence, entering computer data, etc.
16. Establishes and maintains positive working relationships with other City staff, representatives of community organizations, state/local agencies, consultants, contractors, and the public.
17. Performs related duties as assigned.

Community Services Analyst II, Additional Duties:

1. Analyze program activities and develop corrective actions in conjunction with City management staff.
2. Review applications for accuracy and compliance with pertinent laws.
3. Perform minor plan checks; issue minor planning, engineering and building permits; calculate permit and impact fees and provide fee estimates as requested; prepare fee credits for proposed projects.

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4. Work directly with City vendors to manage customer issues and to improve customer service.
5. Provides training for Community Services Analysts and other staff on permit processes.
6. Assists with the management of contracts.
7. Assists with the preparation, and submittal of grant applications.
8. Assists with more complex code enforcement cases.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

1. Basic principles, procedures, and methods used in the performance of customer service and basic office duties.
2. Operations, services and activities of the City area or function to which assigned.
3. Basic mathematical principles.
4. Methods and techniques of proper phone etiquette.
5. Principles and procedures of record keeping and filing.
6. English usage, spelling, grammar and punctuation.
7. Business letter writing and basic report preparation.
8. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
9. Pertinent federal, state, and local laws, codes, and regulations.
10. Principles and practices of land use planning and related construction permitting.
11. Planning, building, and public works permit approval processes and procedures.

Skills in:

1. Reviewing, understanding, and implementing provisions of applicable codes, ordinances and regulations enforceable by the City;
2. Applying laws, regulations, codes and departmental policies;
3. Recognizing, prioritizing and accomplishing needed tasks;
4. Researching, preparing and writing clear and concise technical reports.

Ability to:

1. Perform, with some assistance and instruction, a range of varied complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department.
2. Plan and organize work to meet changing priorities and deadlines.
3. Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

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4. Understand, interpret, and apply general and specific administrative and departmental policies and procedures using good judgement.
5. Understand and apply applicable federal, state, and local laws, codes, and regulations.
6. Perform a variety of customer service tasks in support of assigned function.
7. Perform a variety of contracting, office accounting, fiscal, and statistical record keeping duties including preparing, maintaining, and reconciling a variety of records and files.
8. Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
9. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
10. Read, understand, and review documents for accuracy and relevant information.
11. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications at a speed necessary for successful job performance.
12. Adapt to changing technologies and learn functionality of new equipment and systems.
13. Maintain composure and exercise good judgment when answering demanding questions.
14. Establish and maintain effective working relationships with those contacted in the course of work.
15. Participate in researching, compiling, analyzing, and interpreting data.
16. Prepare clear, accurate, and concise letters, reports, and other correspondence.
17. Understand and carry out oral and written directions.
18. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
19. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
20. Utilize public relations techniques in responding to inquiries and complaints.
21. Communicate clearly and concisely, both orally and in writing.
22. Understand basic maps, sketches, drawings, specifications and technical manuals.
23. Understand plans for infrastructure components and pipelines.
24. Organize, prioritize and follow up on work assignments.
25. Work independently and as part of a team.

Community Services Analyst II, Additional Knowledge, Skills and Abilities:

1. Knowledge of more complex principles, procedures, and methods used in the performance of customer service and office duties.
2. Knowledge of more complex mathematical principles.
3. Knowledge of practices of budget preparation and administration.
4. Knowledge of methods and techniques of contract negotiation and administration.

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5. Skills in interpreting and complying with provisions of applicable codes, ordinances and regulations enforceable by the City.
6. Ability to independently perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of assigned programs, division, and/or department with only occasional instruction or assistance.
7. Ability to read and interpret maps, sketches, drawings, specifications and technical manuals.
8. Ability to read, decipher and understand plans for infrastructure components and pipelines.
9. Ability to oversee contracts.

QUALIFICATIONS

To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

PHYSICAL REQUIREMENTS

1. Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.
2. Must be able to sit at a confined work station for extended periods or work at a drafting table for extended periods while performing essential duties.
3. On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.
4. While performing the duties of this job the incumbent is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold, and manipulate tools and talk and hear. The incumbent is occasionally required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 20 pounds alone, and up to 40 pounds with assistance. See in the normal visual range with or without correction. Hear in the normal audio range with or without correction.

EDUCATION AND EXPERIENCE

A typical way to obtain the knowledge and skills is:

1. An Associates of Arts degree, or equivalent, from an accredited college or university with major course work in general education, business, accounting, planning, civil engineering, building inspection technology, or a closely related field; and

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2. A. Community Services Analyst I - One year of customer service, specialized clerical, accounting clerical, construction permitting, or administrative/business experience involving routine bookkeeping or related record keeping.
B. Community Services Analyst II - Three years of customer service, specialized clerical, accounting clerical, construction permitting, or administrative/business experience involving routine bookkeeping or related record keeping.

CERTIFICATES, LICENSES AND REGISTRATIONS

1. Must have an acceptable driving record and possess an appropriate California Driver's License.
2. Possession of a Permit Technician Certificate issued by the International Code Council (ICC) or equivalent certificate is desirable.

GENERAL

The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: _____

Signature: _____

Date: _____

Adopted:

Revised:

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