Community Services Analyst

Department: Various  FLSA Status: Non-Exempt
Reports To: Department Director  Unit: 2, Full-time Position

SUMMARY OF JOB PURPOSE
Under direction, plan, organize and implement permit operations within the assigned Department; provide expertise in program elements for the organization; and perform a variety of professional and technical level tasks relative to assigned area of responsibility.

The Community Services Analyst is responsible for carrying out the mission of the City in conformance with City of Grass Valley organizational values.

SUPERVISION RECEIVED AND EXERCISED
The Community Services Analyst is an entry level profession level classification responsible for assisting a Department Director and/or their designee.

ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)
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; prepare various reports on operations and activities.
4. Assist in the preparation of assigned program and project budgets; prepare budget recommendations relative to assigned permit program responsibilities; research past expenditures and revenues and project future expenditures.
5. Assumes responsibility for oversight of assigned services and activities with respect to the City's permitting services function; ensures that federal, state, and local requirements are met.
6. Oversee and participate in the development of the permitting work plan; monitor work flow, review and evaluate work products, methods and procedures.
7. Research, compile and prepare reports and documentation on program activities; analyze program and develop corrective action, maintain records of findings and corrective actions; prepare periodic status reports.
8. 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.
9. Review applications, documents and plan submittals to assure accuracy and compliance with pertinent laws, and established criteria; log-in and coordinate routing of various plans and permits to appropriate departments and outside agencies.
10. 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.
11. Assist with the development of marketing and informational materials; maintain database of new businesses.

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12. Serve as backup for economic development inquiries and questions.
13. Represent function on committees, outside organization, and at staff subcommittees as necessary; coordinate permit activities with other divisions and outside agencies.
14. 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.
15. Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
16. 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.
17. Provides customer services and assistance to the public in person, by phone, by mail, or by electronic means; answers customer questions and inquiries or refers inquiries to the appropriate party; explains steps, appropriate forms, procedures, and requirements for various transactions, services, or activities; researches, resolves, and responds to customer problems and complaints; explains departmental policies and procedures to the public.
18. Generates, prepares, and maintains billings for a variety of City services; creates and reviews bills for any discrepancies and makes changes and corrections; responds to questions from customers and forwards them to appropriate staff member as necessary; follows up with departments as necessary.
19. May perform a variety of cashing tasks including, but not limited to receiving cash, check, or credit card payments in person or by mail for a variety of fees, charges, fines, permits, licenses, parking tickets, utility bills, and miscellaneous revenue payments; posts and issues receipts; records payment transactions in computer system; balances cash and maintains cash balances; prepares and makes bank deposits; corrects and forwards payments rejected by lock box service provider.
20. Prepares, maintains, and/or verifies a variety of accounting, financial, contractual, and statistical records, ledgers, logs, and files including customer account information files; gathers, assembles, tabulates, enters, posts, checks, verifies, balances, adjusts, records, and files financial data to various accounts and funds; codes data according to prescribed accounting procedures; reviews information to ensure accurate reporting; resolves discrepancies; establishes and maintains various files and records.
21. Assists in the preparation of reports; gathers and organizes data.
22. 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.
23. 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.
24. 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.
25. Participates in the development, planning and implementation of departmental goals and objectives; assists in the development and implementation of department policies and procedures.
26. Monitors work activities to ensure safe practices, quality and accuracy; ensures compliance to applicable rules, policies and procedures.
Community Services Analyst

27. Performs general administrative work as required, including but not limited to preparing reports and correspondence, entering computer data, etc.
28. Establishes and maintains positive working relationships with representatives of community organizations, state/local agencies, consultants, contractors, City management and staff, and the public.
29. Performs related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:
1. Basic principles, procedures, and methods used in the performance of customer service and office accounting duties.
2. Operations, services and activities of the City area or function to which assigned.
3. Basic principles and procedures of financial record keeping and reporting.
4. Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
5. Basic mathematical principles.
6. Customer service techniques, practices, and principles.
7. Methods and techniques of proper phone etiquette.
8. Principles and procedures of record keeping and filing.
9. English usage, spelling, grammar and punctuation.
11. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
12. Pertinent federal, state, and local laws, codes, and regulations.
13. Principles and practices of land use planning and related construction permitting.
14. Planning, building, and public works permit approval processes and procedures; specification requirements, construction practices, and cost estimating.
16. Methods and techniques of contract negotiation and administration.

Skills in:
1. Interpreting and complying with 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:

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JOB DESCRIPTION

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1. 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.

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.

4. Understand, interpret, and apply general and specific administrative and departmental policies and procedures.

5. Interpret and apply applicable federal, state, and local laws, codes, and regulations.

6. Perform a variety of customer services, and office accounting, in support of assigned function.

7. Perform a variety of contracting, accounting, fiscal, and statistical record keeping duties including to prepare, maintain, and reconcile 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. Understand the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.

10. Understand and apply pertinent laws, codes, and regulations as well as organization and unit rules, policies, and procedures with good judgment.

11. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

12. Compile a variety of information and records and exercise good judgment in maintaining information, records, and reports.

13. Participate in the preparation of a variety of administrative and financial reports.

14. Read, understand, and review documents for accuracy and relevant information.

15. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

16. Adapt to changing technologies and learn functionality of new equipment and systems.

17. Use applicable office terminology, forms, documents, and procedures in the course of the work.

18. Type and enter data at a speed necessary for successful job performance.

19. Maintain composure and exercise good judgment when answering demanding questions.

20. Establish and maintain effective working relationships with those contacted in the course of work.

21. Participate in researching, compiling, analyzing, and interpreting data.

22. Prepare clear, accurate, and concise letters, reports, and other correspondence.

23. Establish, organize, and maintain a variety of specialized files and records.

24. Independently prepare correspondence and memoranda.

25. Perform mathematical calculations.

26. Understand and carry out oral and written directions.

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27. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
28. Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
29. Utilize public relations techniques in responding to inquiries and complaints.
30. Communicate clearly and concisely, both orally and in writing.
31. Establish and maintain effective working relationships with those contacted in the course of work.
32. Read and interpret maps, sketches, drawings, specifications and technical manuals.
33. Read, decipher and understand plans for infrastructure components and pipelines.
34. Oversee contracts.
35. Administer budgets for assigned activities.
36. Gain cooperation through discussion, consensus building and persuasion.
37. Organize, prioritize and follow up on work assignments.
38. Work independently and as part of a team.
39. Make sound decisions within established guidelines.

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
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A typical way to obtain the knowledge and skills is:

1. An Associates of Arts degree 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
2. One year 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 preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from managers, employees, and the general public.

MATHEMATICAL SKILLS

Ability to perform mathematical concepts such as: fractions, percentages, ratios, and proportions to practical situations; ability to work with mathematical concepts such as probability and statistical inference.

REASONING ABILITY

Ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form. Resolve problems involving several known variables in standardized situations using standard industry and departmental processes and/or procedures.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job.

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.

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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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