



JOB DESCRIPTION



JOB TITLE: Counter Technician

JOB CODE: 1690

DEPARTMENT: Varies

FLSA STATUS: Non-Exempt

REPORTS TO: Department Supervisor/Manager

SUMMARY OF JOB PURPOSE

Provides customer assistance and administrative support services for the assigned department; coordinates all actions required to issue a variety of permits; reviews building plans and other project submittals; arranges and schedules special events, meetings, and inspections.

ESSENTIAL FUNCTIONS

1. Assists the general public in person or by phone answering inquiries related to a variety of permit requirements and associated fees; provides information regarding zoning, boundary line adjustments, land division and parcel map process, design criteria, flood plain management, burn permit status, insurance inquiries, and other general permit and regulation inquiries; explains policies, codes, standards, and enforcement; explains the proper use and completion of forms and documents.
2. May utilize the Assessor database, Assessor parcel pages, Douglas County Code section of Use Regulations and Definitions and a variety of maps to assist the public in identifying property and its features, uses, and capabilities.
3. May review and approve a variety of minor building, mechanical, electrical, plumbing, water, and sewer permits; works with the Building, Planning, and Engineering departments/personnel on construction and development issues; advises general public/contractors when required information is absent from submitted applications; ensures compliance with all appropriate codes and regulations; may sign building permits, at the direction of the Building Official, for release/issuance of building permits; schedules inspections.
4. Posts and consolidates an assortment of general and/or statistical information from a number of sources for incorporation into special periodic reports; prepares routine reports and/or written summaries; creates and maintains spreadsheets, database information, and other various documents utilizing word processing, spreadsheet, or database software.
5. Prepares a variety of general correspondence, memos, newsletter articles, and reports from rough draft, verbal or recorded instruction; edits materials for clarity, completeness, accuracy, consistency, and adherence to special format, policies, and procedures; performs a variety of other clerical duties including data entry, copying and assembling materials, collecting and distributing mail, answering phones, faxing documents and other related tasks.
6. May act as staff assistant to professional or management employees by screening incoming correspondence, calls, and visitors; takes messages or refers caller to the appropriate person; schedules meetings, appointments, rooms, and training for both staff and clients; maintains schedules of activities and location of staff members as required.

This job description indicates, in general, the nature and levels of work, knowledge, 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.



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ADDITIONAL ESSENTIAL FUNCTIONS (East Fork Fire & Paramedic District Positions Only)

1. Responsible for the coordination of Cadet training to include scheduling, setup, and completion of all necessary paperwork as required by the East Fork District and the Boy Scouts of America; in coordination with the Fire Inspector, assists with public education, meets with juveniles and their parents to provide juvenile fire setting intervention, and assists with the preparation and delivery of information and educational presentations on the dangers and consequences of juvenile fire setting; provides fire extinguisher training, in coordination with the Fire Inspector, to the general public and/or County employees, as requested.
2. Reviews and approves burn permits; may sign fire permits, at the direction of the Deputy Fire Chief/Fire Marshal, for release/issuance of building permits; may schedule burn inspections.
3. Schedules maintenance work on District vehicles and/or apparatus at all District fire stations working with the County's vehicle maintenance department and/or outside vendors.

ADDITIONAL ESSENTIAL FUNCTIONS (Community Development – Planning Positions Only)

1. Reviews and approves applications for Liquor/Gaming Licenses, Traveling Merchants/Mobile Street Vendors, Massage Establishments, DMV, and Home Occupation Permits; reviews and approves building permits for conformance with zoning, setback and planning design criteria standards as well as Tahoe Regional Planning Agency (TRPA) and FEMA regulation compliance and Douglas County floodplain compliance.
2. Interprets and explains FEMA and Douglas County Flood plain management documents, law, and applicability to homeowner; responds to flood insurance inquiries by researching current and historical flood data from FEMA and Douglas County information resources; reviews and maintains Flood Development and Flood Elevation Certificates for various FEMA flood insurance program elements to ensure Douglas County's compliance with the Federal Flood Insurance Program (NFIP), Community Rating System (CRS), and Community Outreach Program.

QUALIFICATIONS

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

EDUCATION and/or EXPERIENCE

High School Diploma or General Education Degree (GED) and a minimum of three (3) years progressively responsible clerical experience preferably in a planning, building, and/or engineering environment; Uniform Fire Code certification and/or previous fire department experience desirable for EFFPD positions; additional education in Public Administration, Urban Development, Environmental or Engineering studies beneficial.

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 groups of managers, clients, customers, and the general public.

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MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Ability to work in a team environment with building, planning, and engineering on construction and development issues; maintain a proper balance between administering code compliance and customer service; multi-task and adjust priorities rapidly; file and record management; knowledge of current Adopted Codes desirable; principles of fire plan review and accepted safety standards and knowledge of Uniform Fire Code and ordinances enforced by the County desirable for EFPD positions; knowledge of FEMA and TRPA requirements necessary for Planning positions; basic proficiency level utilizing Microsoft Office applications including Excel, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License with an acceptable driving record; typing certificate with speed and accuracy at a rate of 45 words per minute.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, and feel; talk and hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

The noise level in this work environment is usually quiet.

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:** _____

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