

## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Development Services Aide
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### GENERAL PURPOSE

Under general supervision, performs a variety of specialized administrative and technical duties with respect to customer and Developer applications for District services; receives, reviews, and processes applications and agreement related fees and other technical documents; areas of responsibility include, but are not limited to temporary construction meters, recycled irrigation meter applications, standard facilities agreement addendums. Triages and determines appropriate routing process based on the nature of the application or request; interacts with and coordinates services with District customers, including contractors, developers, and the general public which requires in-depth knowledge of District related development services,; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

This journey-level classification is responsible for providing administrative and technical support to District customers for new development services related projects. Incumbents at this level perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### TYPICAL DUTIES AND RESPONSIBILITIES

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Performs a diverse range of specialized technical duties in support of an assigned operational department or division; tasks performed require an in-depth knowledge of service operations and/or processes in assigned area.

- Responds by telephone and email to inquiries received from customers, contractors, developers and the general public.
- Assists internal and external customers with questions about departmental processes, forms, and procedures; maintains a high level of customer service quality.
- Researches service requirements in order to process applications and prepares documentation for review and approval by higher-level staff; receives final approvals; prepares final documentation and collects fees.
- Performs intake duties with respect to applications for District services; receives and reviews applications; triages and determines appropriate routing process based on the nature of the application or request; assists supervisors in gathering information related to customer service applications and inquiries.
- Receives, researches, processes, and responds to customers questions on development-related services; calculates and quotes fees for routine installations and services based on applicable District rules, regulations, and fee structures.
- Reviews documents to ensure accurate information; examines supporting documentation to establish proper authorization and conformance with District policies, laws, and regulations affecting new service installations and related services.
- Conducts a routine review of Geographic Information System (GIS) and maps to evaluate and determine project requirements and fees; conducts a basic review and interpretation of engineering and architectural drawings Reads and interprets boundary maps to determine subagency involvement, improvement districts, special benefit area surcharges, and assessment district credits.
- Researches historical records and systems, including Geographic Information System (GIS), for information about the various facilities and frontage charges related to temporary construction meters, agreement addendums, and/or recycled meter applications.
- Creates and maintains project files, compiles documentation and processes standard agreements, addenda, and related specialized documents; calculate deposits and fees; receives and processes payments and deposits in accordance with provisions of agreements; performs distribution to release developer projects for construction; performs data entry for new project and project updates; assigns various numbers to service applications in accordance with District procedures and updates relevant databases/programs;; composes routine customer correspondence.
- Sets up and processes inquiries in District-related applications and databases; performs basic queries using a variety of District applications and databases.
- Routes application or agreement packages and supporting documentation for technical engineering review or other departments within the District.

- Research developer project closure requests for any outstanding conditions or requirements related to deposits and/or fees; processes project closures; prepares files for record retention in accordance with District retention requirements.
- Adheres to office procedures including record management policies and procedures, ensuring compliance with the District's retention policy.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **REQUIRED QUALIFICATIONS**

### Knowledge of:

- District water and sewer rules and regulations in assigned areas of responsibility.
- Methods and techniques of reviewing applications for service determination and completeness of application.
- District policies, procedures, and practices applicable to assigned areas of responsibility.
- Basic engineering and construction terminology.
- Customer service practices and etiquette.
- Sound business communication practices.
- Basic knowledge of and familiarity with common policies and procedures for billing, credit, and collections.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- Basic mathematics.
- Principles and practices of record keeping.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, punctuation, syntax, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and word processing, spreadsheet, calendaring, electronic mail, and other standard business software programs relevant to work performed.

### Ability to:

- Receive, review, triage, and route applications for service.
- Process routine applications for service within established guidelines.

- Prepare and process general business correspondence and agreements.
- Make rapid, accurate, postings to District/Department project tracking system.
- Perform mathematical calculations quickly and accurately.
- Apply mathematical reasoning.
- Prepare clear, accurate, and concise computer entries.
- Maintain sensitive and confidential information.
- Maintain accurate files and records.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Follow and apply written and oral work instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar, composition, spelling, punctuation, and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Two (2) years of clerical and administrative office work dealing with the public, preferably in a municipal or water utility environment.

Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade.

Licenses/Certifications:

- None.

**PHYSICAL DEMANDS**

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

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This

is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

#### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Development Services Aide  
Last Update: June 2021

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>March 29, 2020</i>
<b>Date modified:</b>	<i>June 10, 2021</i>
<b>FLSA determination:</b>	<i>Non-Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed, and fully understand the job description for Development Services Aide. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_