



CITY OF PHOENIX
JOB DESCRIPTION
BUILDING/PLANNING AIDE

Department:	Community and Economic Development (CEDEV)
Reports To:	Community Development Manager
FLSA Status:	Non-exempt
Union Status:	Represented
Last Updated:	October 11, 2023

GENERAL DESCRIPTION:

The Building/Planning Aide is the first point of contact for almost all development-related services in the City of Phoenix. First impressions are important, and the person filling this position must demonstrate exceptional customer service skills and a can-do attitude in a small jurisdiction where all employees wear multiple hats.

The position reports to the Community Development Manager and provides support to Planning staff and a contract Building Official. The position requires general knowledge of Oregon land use, an understanding of state building codes and permitting, strong computer and writing skills and the ability to multi-task.

Most duties of this classification involve working with the public administering the City's Land Development Code and State Building Codes, accepting and issuing building permits, preparing land use notices, and approving ministerial applications. These duties will require a person with the ability to research and problem-solve in order to issue permits, and perform the office duties as described above. This person must have the ability to work independently.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities are not to be construed as all-inclusive. The essential duties will include other responsibilities as assigned and required.

1. Work with the general public on a daily basis to provide information regarding pending building and land use applications and/or submittal of new applications.
2. Provide information regarding the type of review for specific Building and Planning applications and the time frame from submittal to approval.
3. Review applications for general completeness utilizing file information specific to the application, determine applicable Phoenix codes, planning/design standards, criteria and application requirements (site plans, elevation drawings, property measurements, mailing labels, etc.).
4. Log and track progress of applications from submittal through Final Order Approval and/or issuance of Building Permits.
5. Establish and maintain files, records, and expense items to ensure easy retrieval and integrity, in accordance with City and State retention guidelines.
6. Prepare agendas, mail public notices, prepare and distribute Planning Commission packets, arrange and set up meeting space, take and transcribe meeting minutes.
7. Perform in-depth review and approval of ministerial applications.
8. Review construction plans prior to submittal to the Building Inspector. Calculate fees and issue building permits.
9. Field citizen complaints and research possible code violations; work with Code Enforcement Officer to assess and resolve violations.

10. Compile monthly report of building permit statistics and fees. Prepare “Local Government Surcharge Fee Report Invoice” for payment to the State of Oregon Building Codes Division.
11. Calculate System Development fees.
12. Perform extensive research to obtain data regarding properties for land use issues.
13. Improve efficiencies in application processing, compilation of information, and tracking of documents.
14. Perform special projects and other duties as assigned.

NECESSARY KNOWLEDGE, SKILLS & ABILITIES

To successfully perform this job, one must possess the following:

1. **Knowledge** of modern office practices and procedures, English grammar, spelling, vocabulary, and punctuation, and business letter writing. Advanced knowledge of computer software including Word, Excel, and PowerPoint, and basic knowledge of applications specific to Building and Planning (ArcView, SketchUp, website design and maintenance). A basic understanding of urban planning and land use principles, plans, regulations, and laws including notification, adoption, and amendment processes, urban design, architecture, geography, research methods, report preparation, and building permit procedures is required.
2. **Ability** to work independently as well as in a group setting; read and interpret site and construction plans; make basic mathematical computations accurately; perform multiple tasks with continuity on a consistent basis and in a timely manner; exercise good judgment; communicate effectively both verbally and in written form, including effective presentations to the public, employees, and other agencies; interpret and apply departmental policies and procedures, state laws, city ordinances, and operating and maintenance instructions; perform customer service with courtesy, tact, and diplomacy; consistently meet deadlines; and establish and maintain effective relationships with internal and external partners.
3. **Skills** necessary to effectively perform the duties and responsibilities of the position, including: excellent communication skills; advanced computer skills including typing speed of at least 40 wpm, data entry, spreadsheet, word processing, and database applications; and excellent attention to detail and organizational skills.

JOB QUALIFICATIONS:

Job education and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience which ensure the ability to perform the work will be considered.

Education: High school diploma or equivalent with coursework in administrative functions.

Prior Experience: One (1) year of experience in building permit processing, urban planning, or equivalent.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, stand, walk, reach, bend, kneel, stoop, twist, crouch, crawl, climb, balance, see, talk, hear, smell, and manipulate objects. Manual dexterity and coordination are required for more than half of the daily work period, which is spent either sitting while operating office equipment such as computers, keyboards, 10-key, telephones, and other standard office equipment. The position requires a degree of mobility and moving materials weighing up to 5 lbs. frequently, up to 10 lbs. occasionally, and up to 40 pounds infrequently. This position requires both verbal and written communication abilities.

WORKING CONDITIONS:

Working conditions are typical for an office environment. However, field or on-site work including walking, observing, measuring, and taking pictures/notes on undeveloped sites is required in any season of the year. Applicant must have a good driving record and have, or be able to obtain and retain, an Oregon Driver License or otherwise have immediate point-to-point transportation available. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The office setting does not expose the employee to hazardous conditions. The noise level in the office environment is usually moderate and lighting is adequate.

ACCOMMODATIONS:

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.