



## **COMMUNITY DEVELOPMENT CLERK I / II**

### **DEFINITION**

To perform responsible clerical work and administrative duties involved with billing and collection of business registrations; the maintenance and review of licensing and permitting records; the entry of data processing; and/or assisting in the review and input of building permit applications, cannabis permits and mobile food vendor permits.

### **DISTINGUISHING CHARACTERISTICS**

Community Development (CD) Clerk I: This is the entry level position in Community Development Department (CDD) for clerical employees. Employees in this class normally work under close and continuous supervision performing a group of repetitive or closely related duties according to established procedures. A CD Clerk I is normally considered to be on a training status and, as assigned responsibility and breadth of knowledge increase with increased experience, may reasonably expect their position to be reassigned to the next higher class of CD Clerk II.

Community Development (CD) Clerk II: Positions in this class are normally filled by advancement from the lower grade of CD Clerk I, or, when filled from the outside require prior responsible clerical and/or financial record keeping experience, and cash handling including balancing funds received. A CD Clerk II works under general supervision and, within a framework of established procedures, is expected to perform a variety of clerical duties, customer service and assistance with issuing permits with only occasional instruction or assistance.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives immediate supervision from higher level personnel. The CD Clerk II may coordinate the work of persons within the CD Clerk I class.

### **EXAMPLES OF DUTIES**

The following are typical illustrations of duties encompassed by the job series, but are not an all-inclusive or limiting list:

## **ESSENTIAL JOB FUNCTIONS**

- Prepare and process business registrations; collect payments over the counter and through the mail; balance cash drawer and reconcile end of day receipts.
- Set-up and maintain customers on a computer system.
- Prepare or assist in the preparation of a variety of statistical reports as assigned.
- Input purchase requisitions into computer system; enter and verify invoices for payment.
- Respond to routine permitting inquiries and provide customer service to the public at the permit counter, and/or via telephone, email, or fax.
- Research and communicate the status of permits for applicants.
- Work with Building Inspectors and/or Code Compliance Officers to schedule inspections and pull related permits.
- Process various transactions involving business registrations, cashiering and permitting.
- Assist customers over the counter with respect to new business registrations and renewals, general building permit issues, and over the counter plan submittals.
- Generate reports as needed utilizing the computerized program related to permitting and/or licensing.
- Provide information and direction to the public related to community development, planning, building, engineering, code enforcement and permit processes via phone, e-mail and counter work; respond to citizen complaints and/or inquiries, referring more complex issues to higher level of authority as appropriate.
- Review and check records, forms, and other documents for accuracy, completeness and conformance to rules and regulations.
- Update forms and informational materials as needed.
- Maintain files, both paper and computerized.
- Regular, predictable, consistent and timely attendance is an essential function of the position.
- Other duties as assigned.

## **QUALIFICATIONS**

### **Community Development Clerk I**

#### **Knowledge of:**

- Basic methods, terminology and practices of financial and clerical record keeping.
- Modern office equipment and procedures including use of a variety of software applications.
- Customer service principles.

#### **Ability to:**

- Learn basic cashiering, accounting principles and practices.
- Learn, interpret, apply and explain basic federal, state, and local regulations and ordinances.

- Understand and follow both oral and written instructions.
- Operate standard office machines/equipment including calculator and computer terminal, etc.
- Learn proprietary software and appropriate applications.
- Perform mathematical calculations with speed and accuracy.
- Input and post financial data accurately including accurately handling money.
- Communicate tactfully and effectively with the public.
- Type accurately at a speed sufficient for successful job performance.
- Communicate clearly and concisely, in both oral and written form.
- Perform a variety of processing/record keeping clerical functions.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

**Experience and Education:**

Any combination equivalent to the experience and training that would likely provide the required knowledge and abilities would be qualifying. A typical manner to achieve the knowledge and abilities would be:

**Education:**

Equivalent to a High School diploma.

**Experience:**

One (1) year experience performing clerical or financial record keeping support work.

**Community Development Clerk II**

In addition to the qualifications of CD Clerk I:

**Knowledge of:**

- Principles and practices of financial and clerical record keeping, and basic reporting.
- Advanced customer service techniques.

**Ability to:**

- Use initiative and sound judgement within established guidelines.
- Ability to interpret City ordinances, policies and procedures related to CDD.
- Ability to review document submittals for completeness and request missing information.
- Work in an independent manner.

**Experience and Education:**

**Experience:**

One (1) year experience performing duties comparable to those of an CD Clerk I in the City of Woodland.

**Education**

In addition to a High School diploma, at least 24 units of college or technical training is desired.

**ADA COMPLIANCE**

**Physical Ability:** Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**Heavy Work:** Exerting in excess of 25 pounds of force occasionally.

**Other Requirements:**

**Sensory Requirements:** Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Council Action: July 16, 2019