

TOWN OF WILSON'S MILLS
JOB DESCRIPTION FOR
PLANNING TECHNICIAN

SUMMARY DESCRIPTION

Under general supervision, performs a variety of technical duties in support of the Town's local Code Enforcement and Planning and Zoning programs; monitors and enforces regulations related to land use and other matters of public concern; and serves as a resource and provides information on Town regulations to property owners, residents, businesses, the general public, and other Town departments and divisions. Works with the Development Compliance Officer on various administrative, permitting, and planning tasks.

ESSENTIAL FUNCTIONS

- Serves under the direction of the Development Compliance Officer.
- Reviews and processes applications for Planning and Development pursuant to the Town's Unified Development Ordinance.
- Answers questions from citizens, contractors, developers, coworkers, etc. pertaining to the town's development and zoning ordinances.
- Performs a variety of administrative work in support of the Development Compliance Officer including, but not limited to, simple permit processing; research inquiries from the public on planning related regulations, fees, and processes; reviewing submitted plans for compliance with Unified Development Ordinance; conveying approvals/denials to developers/land owners regarding various development requests via letter; working with Johnston County Addressing office for address assignments and changes for in-town and ETJ residents; and other duties as assigned by the Development Compliance Officer.
- Records the creation, organization, maintenance, and retention of all records for Planning.
- Processes citizens' payments.
- Attends all Planning Board and Board of Adjustment meetings and prepares required agenda packets, meeting materials and prepares minutes.
- Attends Town Council meetings at the discretion of the Development Compliance Officer based on activity within the Planning Department.
- Perform Planning Technician duties as follows:
 - Observe areas of concern with assistance of information from the Public Works Department, Police Department, and citizen complaints or reports.
 - Perform a variety of field and office work in support of the Town's local code enforcement program; enforce compliance with Town regulations and ordinances including those pertaining to zoning, nuisance housing, building codes, health and safety, blight, and other matters of public concern.
 - Receive and respond to citizen complaints and reports from other agencies and departments on alleged violations of Town planning and municipal codes and ordinances; interview complainant and witnesses; conduct investigations and provide recommendations for resolution.

- Communication via phone and/or mail, pursuant to the Town Code requirements, to property owners regarding Town's Unified Development Ordinance violations and completion of necessary paperwork for abatement of same.
 - Communication with Town Attorney regarding Unified Development Ordinance regulations needing legal action pursuant to Code and UDO requirements.
 - Continue to work to build a solid relationship with County and surrounding municipality agencies/departments as related to Planning and Development.
 - Maintenance of all correspondence, follow up logs, etc. in Development and Planning.
 - Maintain accurate documentation and case files on all job-related activities including accurate and detailed information regarding contact with property owners, developers, contractors, etc.
- Prepare a variety of written reports, memos, and correspondence related to Planning activities.
 - Perform related duties as required and as assigned by Development Compliance Officer.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a municipal code/development compliance program.
- Pertinent codes, ordinances, laws, and regulations pertaining to zoning, development, property maintenance, building, health and safety, and related areas.
- Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations.
- Town services and organizational structure as they relate to Development compliance.
- Legal actions applicable to Development compliance.
- Effective public relations practices.
- Principles and procedures of record keeping.
- Methods and techniques of business correspondence and technical report preparation.
- Modern office procedures, methods, and equipment including computers and supporting word processing and spreadsheet applications; as well as familiarity of the Johnston County GIS Mapping online system.
- Occupational hazards and standard safety practices.
- Geographic features and locations within the area served.

Ability to:

- Independently perform a full range of Planning compliance duties.
- Interpret and apply applicable codes, ordinances, and regulations related to zoning and development.
- Inspect and identify violations of applicable codes and ordinances.
- Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and firm manner.
- Investigate development complaints and mediate resolutions in a timely and tactful

manner.

- Prepare accurate and detailed documentation of Development actions. Maintain complex logs, records, and files.
- Work independently in the absence of supervision.
- Type and enter data accurately at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work, both internal and external.
- Ability to read and interpret General Statutes.
- Interact with co-workers and the public in a professional manner.

Education and Experience

- Minimum education requirements include a High School Diploma or GED
- One year of work experience involving a high level of public contact including some experience dealing with the public in an enforcement, inspection, planning, construction, permitting, investigation, or customer service capacity.
- Experience that includes the applying and reviewing of local, state and federal development codes is highly desirable.
- Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying.

License or Certificate:

- Possession of a valid driver's license required.
- Possession of, or ability to obtain within 2 years, NC Permitting Personnel Association Certification

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Environment: Indoor and outdoor environments; work alone; travel from site to site; incumbents may be exposed to noise, dust, inclement weather conditions, and potentially hostile environments.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field environment; to stand, stoop, reach, bend, kneel, squat, climb ladders, and walk on uneven terrain, loose soil, and sloped surfaces; to lift and/or carry light weights; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

SALARY RANGE (Effective July 1, 2022)

\$39,416 - \$48,087

Hiring salary and increases dependent upon qualifications and experience.