



City of Klamath Falls

Position Description

Position: Planning Assistant	Group: Non-represented
Department/Div.: Public Works/Development Services	FLSA: Exempt
Evaluated by: Planning Manager	Salary Grade: 115

Summary

The Planning Assistant provides support to planning staff within the Development Services Division. This individual in this position serves as the focal point for administrative duties within the division; drafts correspondence/documents, engages in customer relations, and ensures records are maintained in a confidential manner. Under the supervision of the Planning Manager, answers telephone inquiries, facilitates scheduling, and assists with walk-in customers.

Distinguishing Career Features

The Planning Assistant provides senior-level administrative and executive office support. The position requires competencies such as, the ability to organize and lead support services for a visible senior-level manager and functional area, independently carry out projects that involve other divisions, departments and outside organizations, coordinate information gathering for reports and special studies, conduct research, and disseminate and maintain often confidential information.

Essential Duties and Responsibilities

- Provides counter and phone assistance to the public. Answers questions and provides information and assistance to all project phases from pre-planning through the permit process. Receives and documents customer feedback.
- Proofs documents and proposals from the department prior to publication. Drafts correspondence for Planner(s) and Planning Manager, manages meeting schedules, takes/types minutes, and ensures bills are verified, processed, and tracked.
- Provides front-line engagement, information, interpretations, and assistance to customers. Understanding of City projects is a must.
- Reviews and processes limited land use applications such as residential review applications, fence permits, and signs for new construction, working closely with Engineering staff to assure proper conditions for development; prepares local improvement contracts and restrictive covenants for applicants to file a record with the County Clerk.

- Reviews fence permits for compliance with fencing standards.
- Reviews sign permits for all signage within City limits and issues permits in accordance with prescribed guidelines.
- Processes parade permits and liquor licenses and prepares reports for items to go before City Council, as needed.
- Processes business license applications and parking permit issuance.
- Prepares a variety of written communications, including reports, correspondence, staff agendas, meeting minutes, staff recommendations, and public notices and decisions. Creates and revises application forms, templates, and information materials.
- Maintains division records, inputs and manages database of land use files; develops accurate statistical records and lists. Indexes and files office records and maintains efficient computer indexing system.
- Performs file setup and preparation/distribution of mailed notifications for land use applications to affected property owners and agencies for Administrative Review, Planning Commission, and City Council hearings for Annexations, Conditional Use Permits, Design Reviews, Land Partitions, Subdivisions, Temporary Use Permits, Vacations, Variances, Zone Changes, and Pre-Applications Conferences.
- Performs post hearing tasks such as decision mailings and appeal preparation according to the legal guidelines set forth in Oregon Administrative Rules, for filing State Land Use Board of Appeals.
- Maintains up-to-date knowledge of emerging regulations, pending legislation and trends in planning that impact the City as well as current programs and processes.
- Responsible for assembling and distributing agenda packets and staff reports for planning commission meetings.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires in-depth knowledge of modern office practices, procedures and equipment, including filing systems, customer service techniques, and email/letter and report writing in direct relation to a Development Services Division. Requires working knowledge of City and division planning operations, policies, procedures, and calendars. Requires a working knowledge of, and skill at, using personal computer-based software programs that support this level of work, including, but not limited to, word processing, spreadsheet, basic presentation graphics, special applications used by the organization unit, and data entry onto databases. Requires sufficient math skills to perform financial and statistical record keeping. Requires sufficient knowledge of proper English usage, grammar, spelling, and punctuation to prepare professional correspondence. Requires sufficient human relations skill to work productively and cooperatively with diverse teams, exercise patience when dealing with internal and external customers, and convey technical

concepts.

- **Abilities**

Requires the ability to carry out the essential functions of the position. Requires the ability to coordinate simple budgets, timelines, and quality of work products. Requires the ability to review plans, applications, and various other documents. Requires the ability to learn, understand and interpret all applicable laws, regulations, policies, procedures and standards, and planning principles and practices to complex, specialized and diverse planning processes. Requires strong interpersonal skills and customer service abilities.

- **Physical Abilities**

Requires the ability to function primarily indoors in an office environment engaged in work of primarily a sedentary nature. Requires sufficient ambulatory ability to move about to office and other City facility locations. Requires auditory ability to carry on audience, ordinary, and telephonic conversation. Requires the ability to alternatively sit and stand for sustained periods of time to process applications, licenses, permits, and perform counter work. Requires the ability to work cooperatively with all citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City.

- **Education and Experience**

The position typically requires a high school diploma or equivalent plus post-secondary coursework in administrative or related business profession and four years of administrative office experience. An associates degree is preferred and may substitute for some experience.

Preferred: Experience working in a planning and development office, public or private sector; knowledge of land use codes, zoning, and ability to comprehend regulations.

- **Licenses and Certificates**

Requires a valid Oregon driver's license.

- **Working Conditions**

Work is largely performed indoors where minimal safety considerations exist.

- **Pre-Employment**

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.