

Marion County Board of County Commissioners

POSITION DESCRIPTION



To be successful in this position, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

ZONING TECHNICIAN TRAINEE/ I / II / III

Department: Growth Services
Pay Grade: 105/ 106 / 107 / 108
FLSA Status: Non-Exempt
Job Class: 3015
Risk Code: 8810

JOB SUMMARY

Under the direction of the Zoning Supervisor, the Zoning Technician positions are intended to provide superior customer service to address and resolve requests and concerns from laypersons and professionals in a broad range of development-related issues, including but not limited to, planning, zoning, land use, land development code, and permitting requirements and processes. Their duties include communicating with laypersons and professionals in-person, over the phone or via email, filling out forms after each interaction to determine frequency of customer interactions and to identify potential code revisions. Employees in this classification function at journey level to perform both routine and non-routine duties as dictated by the nature of the work and promoting efficient and organized operation of department activities.

ESSENTIAL JOB FUNCTIONS

Zoning Technician Trainee: This position is entry-level professional work. The Zoning Technician Trainee devotes a significant amount of time on training and routine administrative tasks. A Zoning Technician Trainee often works closely with laypersons and professionals on a regular basis to provide customer service on planning, zoning, and development-related issues. Successful Zoning Technician Trainees may be asked to perform professional-level (Zoning Technician I) duties of limited complexity as a trainee.

- Trains in providing exemplary comprehensive customer service by responding in-person, telephone, written, and email inquiries through friendly, professional customer service skills to ascertain the needs of laypersons and professionals and providing appropriate assistance and information, regarding Comprehensive Plan and Land Development Regulation provisions and applicable federal, state, and regional laws, codes, and regulations.
- Trains on the requirements in the Marion County Comprehensive Plan, the Marion County Land Development Code, and applicable federal, state and regional laws, codes and regulations.
- Trains on the intake and review of development orders, permit applications, and other individual consideration items pertaining to the Land Development Code, the processing of

such orders, considerations and permits, and closing out the development orders, considerations and permit application files.

- Trains in conducting general research and gathering data in selected subject areas of planning and zoning work from selected sources, such as but not limited to the Marion County Overlay Zones, Marion County Property Appraiser, and Marion County Clerk of the Court, MuniCode, Online Sunshine, and Sunbiz.
- Trains in determining Federal Emergency Management Agency (FEMA) base flood elevation determinations and processing Elevation Certificates.
- Trains on conduction limited ownership and title history research and determinations for development eligibility.
- Trains on limited division of lands history and eligibility determinations.
- Trains in verifying accuracy of applicant filed surveys, maps, and legal descriptions.
- Use of general technology and programs, such as but not limited to, the copiers and scanners, telephone system, Office Suite (Basic use of Excel, Outlook, PowerPoint and Word), and trains in specialty technology and programs such as but, not limited to, Energov, Interactive Map, OASIS, WebEx, and other special database or permit management programs.
- Trains in state and county records retention requirements.
- Trains on mapping legal descriptions and metes and bounds descriptions of property for location verification.
- Trains in performing impervious area calculations for Stormwater referral.
- Collaborates with other Marion County Offices, such as but not limited to Code Enforcement, Stormwater, Planning, and the Building department.
- Collaborates with outside entities such as but not limited to, the State of Florida, Department of Environmental Protection (DEP), St. Johns River Water Management District (SJRWMD), Southwest Florida Water Management District (SWFMWD), The Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), The Division of Alcoholic Beverages and Tobacco (ABT), the Florida Agency for Health Care Administration (AHCA), the Agency for Persons with Disabilities (APD), Department of Health (DOH), and the Department of Business and Professional Regulation (DBPR).
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

Zoning Technician I: This position is the entry-level position within professional planning and zoning. It is distinguished from the Zoning Technician Trainee position because it involves professional-level duties and judgment, and fewer routine administrative tasks. This position level receives considerable immediate supervision from the Zoning Supervisor.

Includes all duties of Zoning Technician Trainee plus:

- Provides exemplary comprehensive customer service by responding to in-person, telephone, written, and email inquiries through friendly, professional customer service skills to ascertain the needs of laypersons and professionals regarding Comprehensive Plan and Land Development Regulation provisions and applicable federal, state, and regional laws, codes, and regulations.

- Interprets and implements the requirements in the Marion County Comprehensive Plan, the Marion County Land Development Code, and applicable federal, state and regional laws, codes and regulations.
- Intakes and review land use applications, development orders, permit applications, and other individual consideration items pertaining to the Land Development Code, the processing of such orders, considerations and permits, and closing out the development orders, considerations and permit applications files.
- Conducts limited research and gathering data in selected subject areas of planning and zoning work from selected sources, such as but not limited to the Marion County Overlay Zones, Marion County Property Appraiser, Marion County Clerk of the Court, MuniCode, Online Sunshine, and Sunbiz.
- Determines limited Federal Emergency Management Agency base flood elevations determinations.
- Reviews and processes of Letter of Map Amendments (LOMA)/ Letter of Map Revision (LOMR)/ Letter of Map Certificates (LOMC) regarding base flood elevations.
- Conducts limited ownership and title history research and determinations for development eligibility.
- Conducts limited division of lands history and eligibility determinations.
- Trains and conducts complex division of lands history and eligibility determinations, including subdivision aggregation determinations.
- Verifies accuracy of limited applicant filed surveys, maps, and legal descriptions, while training on more complex ones.
- Plots and produces limited legal descriptions, while training on more complex legal descriptions for use by County departments or members of the general public.
- Performs impervious area calculations for Stormwater referral.
- Use of general technology and programs, such as but not limited to, the copiers and scanners, telephone system, Office Suite (Basic use of Excel, Outlook, PowerPoint, Word), and specialty technology and programs such as but, not limited to, Energov, Interactive Map, OASIS, WebEx, and other special database or permit management programs.
- Manages county records in accordance with state and county records retention requirements.

Zoning Technician II: The position of Zoning Technician II requires professional planning and zoning work of moderate difficulty. It is characterized by increasingly specialized knowledge of the planning field and a more elevated level of required duties and responsibilities compared with the Zoning Technician I. The Zoning Technician II is expected to possess in-depth knowledge within one or more planning specialties such as the Marion County Comprehensive Plan and the Land Development Code. Although the Zoning Supervisor closely reviews the work of the Zoning Technician II, employees at this level receive somewhat less immediate supervision when compared to the Zoning Technician Trainee or Zoning Technician I.

Includes all duties of Zoning Technician I plus:

- Mentors and trains Zoning Technician Trainees and Zoning Technician I's.
- Intake of Comprehensive Plan amendment, rezoning, variance, special event, special use permit and Land Development Code amendment applications.

- Conducts research and gathering data in selected subject areas of planning and zoning work from selected sources, such as but not limited to the Marion County Overlay Zones, Marion County Property Appraiser, Marion County Clerk of the Court, MuniCode, Online Sunshine, and Sunbiz.
- Determines Federal Emergency Management Agency flood elevations, whether limited or complex, and processes Flood Elevation Certificates.
- Processes LOMA/LOMR/LOMC revisions regarding base flood elevations.
- Trains on Flood Elevation Certificate tracking to demonstrate compliance with the FEMA Community Rating System Program
- Conducts division of lands history and eligibility determinations along with subdivision aggregation determinations.
- Trains and assists in reviewing, researching, and preparing Variance Reports and presenting to various public advisory Boards and Commissions.

Zoning Technician III: This position requires advanced professional planning and zoning experience of high complexity and variety. The Zoning Technician III often leads or is significantly involved with larger, more complex assignments, including reviewing and making recommendations on variance applications, preparing variance staff reports, and providing expert testimony at a public hearings before the Board of Adjustments on variance applications. The Zoning Technician III exercises greater independence and judgment, receiving general supervision from the Zoning Supervisor. In the absence of the Zoning Supervisor, the Zoning Technician III may temporarily supervise the Zoning Section staff.

Includes all duties of Zoning Technician II plus:

- Mentors and trains Zoning Technician Trainees, Zoning Technician I's and II's.
- Maintains the Family Division files and verifies completion of all family division requests.
- Processes and responds to requests for Zoning Verification letters.
- Reviews, researches, and prepares Variance Reports and presenting to various public advisory Boards and Commission.
- Reviews Environmentally Sensitive Overlay Zone (ESOZ) site plans and conducts ESOZ site visits.
- Reviews Major Site Plan Commercial building permits for compliance to approved plans.
- Maintains and updates all Flood files and EC's. Performs reviews of FEMA proposed letters of map revision using best available data which is accepted by the applicable Federal Review and Insurance agencies.
- Reviews residential and commercial grading designs to ensure compliance with Land Development Code and Development Orders.
- Conducts Geographic Information Systems (GIS) analysis projects as needed.
- Reviews minor commercial projects for compliance with the Land Development Code and Development Orders.

- Add-on Responsibilities:
 - a. Floodplain Coordinator: Under the supervision of the Director, reviews floodplain/building permits for structures within floodplains and inspects developments to determine compliance with the community development standards and National Flood Insurance Program (NFIP) requirements. Explains floodplain development requirements to community leaders, builders/developers, and the general public. Maintains records and documents that keep the community eligible to participate in the FEMA's NFIP and Community Rating System (CRS). Must hold Elevation Certificate Basics (IS1105.A).
 - *Qualified Zoning Technicians II's or III's that perform the Floodplain coordinator responsibilities will receive an add-on of one additional dollar (\$1.00) per hour compensation.*
 - *Qualified Floodplain Coordinators with a Certified Floodplain Manager (CFM®) certificate (and maintain the required continuing education for that certificate) will receive an add-on of one additional dollar (\$1.00) per hour compensation.*
 - b. Growth Services Coordinator: Under the Supervision of the Growth Services Director, this position is responsible for coordinating and administering special growth services programs such as the County's impact fee program as required by impact fee ordinance(s). This position is characterized by increasingly specialized knowledge of the planning field and is expected to possess in-depth knowledge within one or more specialties such as public facility improvements, local government public financing, and state laws, regulations and judicial holdings on impact fees and proportionate share analysis. This position also serves as a power user and maintains the department's design and maintenance of the Tyler Enterprise, Permitting and Licensing program.
 - *Qualified Zoning Technicians II's or III's that perform the Growth Services Coordinator responsibilities will receive an add-on of one additional dollar (\$1.00) per hour compensation.*

SUPERVISION

Zoning Technician Trainee – II have no supervisory responsibilities. Zoning Technician III's will fill in for the supervisor as needed.

QUALIFICATIONS

Requirements	Zoning Technician Trainee	Zoning Technician I	Zoning Technician II	Zoning Technician III
Licenses	Valid Florida DL	Valid Florida DL	Valid Florida DL	Valid Florida DL
Education	HS Diploma/GED	HS Diploma/GED	HS Diploma/GED <i>2-year degree preferred</i>	HS Diploma/GED <i>2-year degree preferred</i>
Experience	Six months customer service experience working with computer software.	Twelve months related experience and/or training.	Three years related experience and/or training; or equivalent combination of education and experience	Five years related experience and/or training; or equivalent combination of education and experience
Certifications required				Elevation Certificate Basics. (IS-1105.A)
Pay Grade	105	106	107	108

Licenses or Certifications:

Possession of a valid, State of Florida driver’s license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, legal documents, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from clients, customers, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.
- Ability to solve practical problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Ability to interpret complex and detailed technical data.
- Ability to study manual work processes to determine the most effective methods for essential tasks.
- Knowledge of the land development regulations and comprehensive plan(s).

- Knowledge of the structure and function of Marion County.
- Knowledge of computers, including word processors, spreadsheets, computerized mapping, and creation of maps and graphs utilizing geographical software applications.
- Skills in organization and task prioritization.
- Ability to communicate tactfully and courteously with members of the general public.
- Ability to read, interpret, and map legal descriptions, deeds, aerial, legal agreements, judgments, easements, restrictions, property maps, surveys and other legal documents related to property ownership.
- Ability to read and interpret maps, aerial photographs, and read, interpret and plot moderately complex legal descriptions.
- Ability to research, prioritize, and analyze data.
- Ability to remain calm in stressful situations.
- Ability to work and make accurate determinations with limited supervision.
- Ability to learn new jobs, programs, and procedures from written material.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will regularly be required to stand, walk, taste or smell; frequently required to stoop, kneel, and crouch or crawl; occasionally required to sit, use hand to finger, handle or feel, reach with hands and arms, and talk or hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. While performing the duties of this job, the employee will occasionally be required to be exposed to outdoor weather conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.