



## City of Asheville Planning Technician

<b>SALARY</b>	\$21.13 Hourly \$43,950.40 Annually	<b>LOCATION</b>	Asheville, NC
<b>JOB TYPE</b>	Full Time	<b>JOB NUMBER</b>	2023-01000
<b>DEPARTMENT</b>	Planning & Urban Design	<b>DIVISION</b>	Planning Services
<b>OPENING DATE</b>	08/15/2023	<b>CLOSING DATE</b>	9/1/2023 5:00 PM Eastern

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### Summary

#### About us

The City of Asheville is dedicated to providing quality service for the residents and visitors of our beautiful city, nestled in the Blue Ridge Mountains of western North Carolina. Asheville, NC is a thriving mountain city that has a culture enriched in diversity.

The City of Asheville values and respects a diverse community, workforce and ideas, and is committed to promoting an equitable, fair, and just employment environment. Our organization seeks to create and provide access and opportunities to employees, residents and visitors to fulfill their potential through inclusive engagement practices. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability, genetic information or veteran status.

#### About our Opportunity

The City of Asheville is seeking a full-time, non-exempt Planning Technician to join the Planning and Urban Design Department. The purpose of this position is to combine administrative and technical tasks with special projects support while working closely with the public on a regular basis to provide customer service on planning and zoning issues.

**Work Schedule: Monday - Friday, 8:30 am - 5:00 pm/ Hybrid Schedule available**

**Starting Rate of Pay: \$21.13**

### Essential Duties & Responsibilities

*The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.*

- Performs customer service functions in person, by telephone, and by email: provides information and assistance related to department services, activities, procedures, fees, forms, or other issues; assists the public in completing applications and other forms as needed; responds to and researches questions, complaints, and problems and initiates problem resolution.

- Receives and processes submissions from developers for projects that qualify for technical and administrative review: reviews documents for completeness, accuracy, and compliance to established rules; distributes documents to appropriate staff; maintains files and plans in department database; updates and maintains related website content and ensures public access to files; schedules, facilitates, and/or attends early assistance, pre-application and technical reviews meetings; takes notes; coordinates administrative aspects of meetings, including follow-up if necessary; manages and distributes related records; and coordinates pre-construction meetings and final inspections for developments.
- Receives and coordinates financial surety requests: reviews information for completeness and accuracy; maintains records of active bonds; and coordinates with applicants, developers, and financial institutions to accept and release bonds.
- Coordinates and administers logistics, and agendas, meeting minutes, and web site information related to the boards and commissions administered by Urban Planning and Design Department, such as the Planning and Zoning Commission, Historic Resources Commission, and Urban Forestry Commission Design Review Committee or other similar boards.
- Conducts simple zoning compliance and permit reviews. May review development applications related to minor works in local historic districts or similar development-related applications
- Provides on-call assistance to the general public and staff to answer permitting questions and assists with various forms and applications pertaining to land use, land disturbance, and zoning.
- Provides administrative support to assigned boards and commissions in support of the designated staff liaison; updates website, public meeting notice, meeting agenda and documentation, and maintains board records and other documentation.
- Communicates and provides technical assistance to homeowners, engineers, architects, designers, site inspectors, planning and zoning personnel, City officials and the general public; responds to inquiries about individual projects and provides general information about city zoning codes.
- Communicates with supervisor, other City employees, developers, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, development applications and plans, plan revisions, bond and financial surety requests, meeting agenda and notes, GIS data and maps, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.
- Provides complex administrative support to the Planning and Urban Design Department for developing, tracking, coordinating various mailing documents, data, plans and reports. Manages database for compliance information and assists in development of reports. Provides feedback and process improvements.
- Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.
- Conducts division specific administrative work on an as needed basis.
- Performs other related duties as required.

## Education & Experience

Associate degree in Geography, Planning, or a related field required; supplemented by one year of experience in customer service and administrative or clerical support in planning and development environment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Specific License or Certification Required:** None.

**Specific Knowledge, Skills, or Abilities:** Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

**ADA Compliance:**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

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

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**Agency**

City of Asheville

**Address**

City of Asheville  
PO Box 7148  
Asheville, North Carolina, 28802

**Phone**

828-259-5690 - Apply Online! - EOE

**Website**

<http://www.ashevilenc.gov/jobs>