

**CITY OF FONTANA  
DEVELOPMENT SERVICES REPRESENTATIVE**

**DEFINITION:** Under general supervision of higher level development service staff, provides initial contact with public by serving as the main public telephone contact representative, taking and responding to a high volume of telephone calls, screening and directing inquiries, taking messages, scheduling appointments and providing information requiring an understanding of the policies and procedures of the Community Development Department.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- Provide excellent customer service with a thorough knowledge of the City and Department business practices, policies and procedures.
- Communicate clearly and distinctly and use appropriate telephone etiquette.
- Effectively interact with a wide variety of clientele while retaining a professional work environment.
- Utilize the Development Permit Activity tracking software in order to provide status information or provide records search.
- Effectively work under pressure and handle a large volume of public contact and telephone calls.
- Recall and convey information as required by the assigned work area.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** This position requires sitting, standing, walking and reaching, twisting turning, bending, stooping, squatting and crouching in the performance of daily duties. It requires grasping, repetitive hand movement and fine coordination in preparing reports and using a computer keyboard and mouse. The need to lift and carry files, plans sets, and supplies weighing up to 25 lbs is required. The position requires both near and far vision when operating a computer and preparing written material as well as acute hearing when providing telephone service.

**EXPERIENCE AND TRAINING GUIDELINES:**

A combination of experience and training that provides the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Principles and practices of customer service based organizations.
- Knowledge of local government organization and its functions.
- General knowledge of operation of computer based tracking and permitting systems.
- Knowledge of the use of electronic records management systems.

- Modern office procedures, methods and computer equipment; including related software.

**Experience:** Three years progressively responsible general clerical experience performing duties in a high volume customer service environment and a working knowledge of the municipal development process.

**Training:** Completion of the twelfth grade or GED supplemented by specialized training classes in Microsoft Office Products and effective customer service techniques.

**Licenses/Certifications:** Possession of a valid California Class "C" Drivers License.