

E-911 Coordinator/Planning Technician



Department: Planning Department

GENERAL STATEMENT OF JOB

Under limited supervision, performs a variety of technical duties as part of the Planning Department; monitors and enforces a variety of applicable County ordinances and regulations which include, but are not limited to, land use, junk materials/junkyards, E-911, health and safety, and other matters of public concern. Performs advanced technical work in assigning E-911 addresses of structures, maintaining appropriate databases, making site visits to assign and resolve addressing problems, coordinating address assignments with other staff and departments, and installation of county road signs. Serves as a resource and provides information on County regulations to property owners, residents, businesses, the general public, and other County departments. Reports to the Planning Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Receives and responds to citizen questions and complaints regarding alleged violations of County codes and ordinances.
- Conducts field investigations, inspects properties for violations, and attempts to make contact at the residence or business to resolve violations.
- Issues notices of violation, orders to comply, and related documentation for code violations; schedules and performs all follow-up functions to gain compliance including letters, inspections, calls, meetings, discussions, and negotiations to ensure compliance with appropriate codes and ordinances; and issues civil citations and follow enforcement procedures as outlined in the applicable code or ordinance.
- Maintains accurate documentation and case files for all code violation investigations, inspections, enforcement actions, and other job-related activities. Prepares evidence in support of legal actions taken by the County, if necessary, and appears in court, if needed.
- Attends meetings as needed and serves as a resource to other County departments, the general public, and outside agencies; provides research and documentation for meetings; and interprets and explains municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups in the field, in the office, via e-mail, and on the telephone.
- Inspects new subdivisions to ensure compliance with County subdivision ordinance and requirements.
- Assigns E-911 addresses to all new residences and businesses using GPS address points on site, uses GPS to map all new County roads, and works with surrounding jurisdictions on addresses.
- Coordinates the road sign ordering process and oversees the installation of road signs.

- Assists Planning Director with maintaining County address databases, including newly assigned addresses, address changes, and newly named roads. Assists with updates to the gated communities code list.
- Notifies appropriate persons/agencies of address changes and/or resolves address issues for the public, County offices, postal service, phone companies, realtors, appraisers, mortgage lenders, insurance companies, etc.
- Composes and handles all correspondence, both hard copy and email, for E-911 addressing office.
- Reviews all new County subdivision plats for street and subdivision names, reviews all road naming petitions received, and enforces E-911 ordinance with regards to road naming.
- Assembles, positions, securely installs and maintains county street signs, coordinates with North Carolina 811 before sign installations, and orders sign materials, including sign blades, posts, etc.
- Corresponds with County Communications staff on address discrepancies as needed.
- Serves as a Plat Review Officer, Staff Review Officer/Staff Residential Subdivision Review Officer, and signs plats as needed.

REQUIRED EDUCATION AND EXPERIENCE

High School Diploma or GED. 4 years of experience in Planning and/or Zoning, Building Code Enforcement, or another closely related field is preferred.

Licenses and Certificates:

- Possession of a valid North Carolina driver's license is required.
- Plat Review Officer training is required.
- Certified Zoning Officer (CZO) certification is required.
- Certified Floodplain Manager (CFM) certification is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The following generally describes the knowledge and abilities required to perform the job or which must be learned within a short period of time to successfully perform the assigned duties.

- Knowledge of pertinent codes, ordinances, laws, and regulations pertaining to land use, nuisance abatement, junk materials abatement, building, health and safety, and related areas.
- Knowledge of procedures involved in the enforcement of codes and regulations, including methods and techniques of conducting and documenting field investigations.
- Knowledge of GIS maps, equipment, and their functions.
- Knowledge of legal actions applicable to code enforcement compliance.

- Knowledge of effective public relations practices and tactful interaction with the public, coworkers, businesses, contractors, and elected officials.
- Knowledge of Microsoft Office programs (e.g., Word, Excel, Outlook).
- Ability to independently perform a full range of County code enforcement and compliance duties. Interpret and apply applicable codes, ordinances, and regulations related to land use, nuisance abatement, junk materials abatement, and health and safety issues.
- Ability to communicate both orally and in writing. Ability to effectively communicate with a diverse group of individuals in a manner that can resolve potentially volatile situations.
- Ability to inspect and identify violations of applicable codes and ordinances.
- Ability to enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.
- Ability to prepare accurate and detailed documentation of investigation findings. Maintain complex logs, records, and files. Prepare technical reports and make presentations as needed, and prepare documentation for court cases, when applicable.
- Ability to work independently in the absence of supervision.
- Ability to think critically and ability to effectively problem solve.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Travel throughout the county is required, including working outdoors during periods of cold, heat, rain, and snow, to perform the duties described above, as well as to attend meetings and training, as required.
- Work is performed inside and outside an office environment and includes the operation of a computer and phone.
- Primary functions require sufficient physical ability and mobility to work in an office and field environment; to stand, stoop, reach, bend, kneel and walk on uneven terrain, loose soil, and sloped surfaces; to operate office equipment requiring repetitive hand movements including use of a computer keyboard; ability to operate a vehicle to travel to various locations; and ability to verbally communicate to exchange information.
- Work ranges from medium to strenuous work, exerting up to 10-20 pounds of force constantly with some duties and up to 80 pounds of force with installation of street signs.
- The employee is required to have close visual acuity to prepare and analyze data and figures, operate a computer terminal, perform extensive reading, operate a motor vehicle, perform inspections, perform GPS functions, affix signs to posts, and install signs, which may involve concreting into the ground and use of measurement devices.

FLSA Status: Non-Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The County of Ashe reserves the right to assign or otherwise modify the duties assigned to this classification.