



**CITY OF HAWTHORNE**  
**COMMUNITY SERVICES DEPARTMENT**  
**COMMUNITY SERVICE TECHNICIAN**  
Classification Specification  
(Classified)

**JOB SUMMARY**

The Community Service Technician works under general supervision, provides a variety of routine and complex administrative and technical work in the administration of the city/county government. Assists with managing and distributing incoming facility & park permits. Coordinates activities with other departments and agencies as needed. Issues permits; prepares reports and maintains records; and does related work as required.

**SUPERVISION RECEIVED**

The Community Service Technician receives general supervision from the Director of Community Services and/or his/her designee.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following is a list of typical duties assigned to the Community Service Technician. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

- Serves the public at the counter on a regular basis; ensures that permits meet the requirements of the municipal codes, regulations, and restrictions prior to submitting to supervisor.
- Assists customers and responds to inquiries regarding the need for permit approvals and application status for rentals.
- Explains general rules and regulations, program and procedural information and responds in person and by telephone to inquiries, routine complaints, and problems, takes messages, and/or makes referral to appropriate source(s).
- Provides information on facility & park permit procedures over the phone or at the public counter.
- Assists in the development of notices, flyers, brochures, newsletters, media releases, news articles, and other informational materials about programs and services.
- Create flyers for city sponsored special events.
- Contact local businesses for sponsorships for Special Events.
- Proficiency using Active Network Program for online permits for class registration and facility permit.
- Oversees and facilitates recycling pickup and drop-off programs, ensuring compliance with applicable federal, state, and local ordinances and guidelines.
- Counts, receipts and posts all money received over the counter and through the mail, and reconciles daily cash.
- Processes bills for payment.
- Prepare Agenda & minutes for public meetings.
- Assists the public by responding to questions or explaining City policies and procedures related to Community Services.
- Provides staff training and technical support in the use of online registration computer applications.
- Investigates and follows-up on citizen requests for service, complaints, and requests for information.

- Performs general office reception duties. Explains general rules and regulations, program and procedural information and responds in person and by telephone to inquiries, routine complaints, and problems, takes messages, and/or makes referral to appropriate source(s).
- Perform general office duties to include typing, organizing files, data entry, and record keeping.
- Orders and maintains inventory of office supplies for the department.
- Interact directly and maintain effective working relationships with business owners, management companies, maintenance companies and staff, customers, residents, community groups, and the general public.
- May be required to work some weekends and holidays.
- Perform other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Education, Training and Experience**

#### **LEVEL 1:**

- Graduation from high school or G.E.D.; AND
- Two (2) years of recent, paid, progressively responsible work experience in a private or public agency involved in regulatory functions, permit processing or a closely related field, which included heavy public contact.

#### **LEVEL 2:**

- Thirty (30) college semester units in a related field; AND
- One (1) years of recent, paid, progressively responsible work experience in a private or public agency involved in regulatory functions, permit processing or a closely related field, which included heavy public contact.

### **Licenses, Certificate and/or Special Requirements**

- A valid California class “C” driver’s license, safe driving record, and proof of insurance are required at the time of appointment.

## **QUALIFICATION**

### **Knowledge, Skills and Abilities**

- Knowledge of City policies and procedures.
- Knowledge of modern office practices
- Knowledge of records management practices and procedures.
- Knowledge of general computer software applications, including spreadsheets and word processing.
- Knowledge of English usage, spelling, grammar, and punctuation; and basic mathematical principles.
- Knowledge of pertinent federal, state, and local laws, codes, and regulations.
- Ability to work with both the public, other agencies and other staff in difficult situations.
- Ability to deal tactfully and courteously, and to establish and maintain cooperative working relationships with the general public and City staff.
- Ability to type 50 WPM.

- Skill in providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Skill in organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Skill in performing a variety of administrative duties in support of Community Services programs.
- Skill in responding to inquiries and requests for information within established guidelines.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment and is occasionally subject to outdoor settings with exposure to diverse weather conditions such as wind, heat, cold, and rain. Physical demands are moderate, consisting primarily of sitting, standing, walking, lifting, and carrying moderately heavy boxes up to 50 pounds and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts. Must submit to random drug testing in accordance with the City's drug and alcohol policy.

FLSA Status: Non-Exempt  
Bargaining Unit: HMEA  
Civil Service Status: Classified

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