

BUILDING SERVICE REPRESENTATIVE I

MAJOR FUNCTION

The primary function of this position is to provide service to all customers of the building department with professionalism and expertise.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief to equalize peak work periods, or otherwise to balance the workload.

- Process applications for building permits.
- Receives and reviews customer needs and provides assistance and guidance accordingly.
- Answer customers phone calls and provide permit information.
- Receives and enters inspection requests into a computer.
- Maintain communications with field workers.
- Collects and files newly issued permits.
- Notifies customers of permit status.
- Retrieves and prepares in-house records to be stored at the warehouse.
- Retrieves records from the warehouse as requested.
- Distributes incoming mail and faxes.
- Prints daily permit reports and listings.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County , Citizens, and customers of the department. Service is provided in person, by phone contact, or by fax documents.

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SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED); with six months to one year of data entry and customer service experience or training, or equivalent combination of education and experience.

Licenses

Valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

- Ability to add and subtract two digit numbers and to multiply and divide by multiples of 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Problem Solving Ability

- Ability to apply common sense understanding to carry out detailed but uninvolved written and oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to use sound judgment in the selection of procedures, methods, tools, and equipment to accomplish assigned tasks.

Specialized Skills and Abilities

- Knowledge of general office practices.

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- Ability to perform assigned tasks accurately.
- Ability to communicate in a tactful and courteous way with members of the general public.
- Strong working knowledge of computers, e.g., current operating systems, word processors, email, Internet usage, basic spreadsheets.
- Ability to write legibly.
- Ability to adapt to new procedures and assignments.
- Ability to work independently with minimal supervision.
- Ability to remain calm in stressful 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.

Machines and Equipment

This employee will be required to operate a computer, calculator, multi-line telephone, printer, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

On a daily basis, the employee will be required to stand, walk, sit, stoop, bend and kneel. While performing the duties of this job, the employee may be required to use hands to reach for items and may be required to lift up to twenty-five pounds. Vision and hearing must be within normal range (may include use of eye glasses or hearing aids).

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level for this environment will be moderate.

Established: 10/99

Pay Grade 3

Job Description Number: 6035

Category: 6

Status: NE

Revised: 6/2010