

BUILDING SERVICE REPRESENTATIVE II

MAJOR FUNCTIONS

The primary function of this position is to provide service to all customers of the building department with a high level of 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, to include working in other functional areas to cover absences and to provide efficient customer service during peak workload periods.

- Receives and reviews customer needs and provides assistance and guidance accordingly.
- Collects monies; issues receipts and permits.
- Prepares and validates daily, weekly and monthly revenue audits and reports.
- Assists customers in the process to get licenses; registers applicants for Licensing Exam.
- Creates, updates and maintains licensing records.
- Prepares licensing memorandums and letters of reciprocity for applicants.
- Maintains Licensing Review Board (LRB) files, prepares LRB notification letters and submits monthly LRB meeting agendas to the director for approval.
- 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, or by fax documents.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

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Education and Experience

High school diploma or general education degree (GED) and two years experience in general clerical or data entry; technical construction background; or equivalent combination of education and experience.

Licenses

Valid Florida Driver License.

Certifications

In-house certification as Building Service Representative I and II. Notary Public.

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 prepare routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Problem Solving Ability

- Ability to apply common sense understanding to carry out instructions furnished in written oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to use sound judgment in the selection of procedures and use of equipment to accomplish assigned tasks in the most efficient manner.

Specialized Skills and Abilities

- Ability to perform assigned tasks accurately.
- Ability to communicate with other individuals in a tactful and courteous manner.
- Strong working knowledge of computers, e.g., current operating systems, word processors, email, Internet usage, basic spreadsheets.
- Ability to write legibly.
- Ability to train other service representatives.

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- 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.

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Pay Grade: 5	Status: NE
Job Description Number: 6034	Revised: 6/2003