

BUILDING SERVICE REPRESENTATIVE III

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, 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.
- Advises customers of requirements for permits, such as applications, site plans, number of plans, etc.
- Analyzes information provided by customers to determine if permit application may be processed; determines if additional information is necessary.
- Guides and assists co-workers with questions on applications that may be more technical or complex in nature.
- Assists in all areas of the department as needed by supervisor or other lead staff.
- Calculates fees for cashier, ensuring customers are charged accurately for all fees imposed by the County.
- Executes all changes directed by supervisors to ensure adherence to established policies and procedures.
- Follows up on applications that have been processed with incomplete information, or as requested by customers.
- Maintains files for review to either post as ready to be issued or to inform customers of additional information required or any necessary corrections.
- Performs data entry of all data provided by customers in regards to project descriptions applied for at the time of permit.
- Reviews all permits for errors or missing data during data entry.
- 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

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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, other County employees and customers. Service is provided in person, by phone, or by fax documents.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

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

Licenses

Requires a valid Florida Driver License.

Certifications

In-house certification as Building Service Representative I, II, and III. 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 write routine reports and correspondence.
- Ability to speak clearly and make presentations to groups of people.

Mathematical Skills

- Ability to add and subtract two digit numbers and to multiply and divide with 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 instructions furnished in written, oral, or diagram form.

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- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to explain records and procedures to other individuals.
- 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.
- 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.

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 and 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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Established: 10/99

Pay Grade: 7

Job Description Number: 6033

Category: 6

Status: NE

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