

## **BUILDING SERVICE REPRESENTATIVE IV**

### **MAJOR FUNCTION**

The primary function of this position is to provide service to all customers of the building department with professionalism and expertise. To support and act on behalf of the service representative supervisor in his or her absence.

### **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 regarding department functions accordingly.
- Prepares and organizes work schedules and assignments for employees.
- Provides training to staff as required.
- Performs daily cash audits; calculates for accuracy, checks and balances.
- Provides regular updates on department policies and procedures manual.
- Provides coverage for I, II, and III level service representatives as needed.
- Notifies customers in a timely manner of permits approaching expiration.
- Performs collections for outstanding fees owed to the County for services.
- Tracks productivity on permit activity and customer service.
- 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.

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### **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.

### **SUPERVISION**

This position has no supervisory responsibility.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

#### **Education and Experience**

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

#### **Licenses**

Valid Florida Driver License.

#### **Certifications**

In-house Building Service Representative Certification of Levels I, II, III & IV. Certified through the Southern Building Code Congress International (SBCCI) for the Legal and Management Course. 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, understand, and interpret technical procedures or governmental regulations.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to effectively present information and respond to questions from the general public in a professional manner.
- Ability to tactfully respond to complaints from customers, regulatory agencies, or members of

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the business community.

### **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 explain records, and procedures to other individuals.
- Ability to use sound judgment in the selection of procedures and to 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 without supervision.
- Ability to analyze situations, draw conclusions and make recommendations both orally and in writing.
- Ability to remain calm in stressful situations.

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- 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.

Established: 10/99

Pay Grade: 11

Job Description Number: 6032

Category: 6

Status: NE

Revised: 6/2003