

## **CONTRACTOR LICENSING AGENT**

### **MAJOR FUNCTION**

The primary function of this position is to provide service to licensed contractor customers and those who aspired to become licensed contractors 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 applications from the public who desire to be registered within the building trades, and reviews for accuracy and completeness. Schedules review of the applications by the Marion County License Review Board.
- Assists in the scheduling of sponsored applicants to be tested by the approved testing agency in the license category for which they are applying.
- Receives test scores from the testing agency and notifies the applicants as to their qualifications for registration.
- Receives applications from contractors registered in other counties or municipalities who desire to do business in the county within the Construction Industry by Reciprocity, and reviews applications for completeness and accuracy. Schedules review of the applications by the Marion County License Review Board.
- Prepares and forwards correspondence to other counties or municipalities in circumstances where contractors registered in the County desire to do business with by reciprocity in other jurisdictions.
- Maintains files which include but are not limited to applications, insurance and worker's compensation certifications, correspondence, notices of violations and citations. Includes actions taken by the Marion County License Review Board and/or the Construction Industry Licensing Board against contractors.
- Responds to telephone inquiries from contractors and the general public, providing information and answering questions in regards to certification and registration.
- Processes incoming mail to the division unit.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.
- Prepares cases against licensed contractors which were not resolved between contractors and homeowner(s) for appearance before the Marion County License Review Board. Must attend License Review Board hearings once a month.

### **SECONDARY FUNCTIONS**

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- 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, 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 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 IV. 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.

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- 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.
- 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**

- Cross-trained in all duties of Licensing to perform license issuance, Competency Card and State Certified Contract (SCC) issuance, letters of reciprocity, certification exam applications, and other directly associated functions.
- Knowledge of County and State licensing laws and ordinances.
- Ability to enforce laws and ordinances in a firm, fair, and impartial manner.
- Ability to communicate tactfully and courteously with members of the general public.
- Ability to write legibly.
- Ability to adapt to new procedures and assignments.
- Ability to work independently with minimal supervision
- Ability to perform computer data entry and inquiries.
- 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. Motor vehicle operations will be required infrequently.

### **PHYSICAL DEMANDS**

On a daily basis, the employee will be required to stand, walk, sit, stoop, bend and kneel. While

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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: 6055

Category: 6

Status: NE

Revised:2/2004