

LICENSE INVESTIGATIONS SUPERVISOR

MAJOR FUNCTIONS

The primary function of this position is to enforce state and county licensing laws and ordinances. Employees in this classification are responsible for performing all functions of a License Investigator and supervising and training unit staff in proper methods, policies, and procedures.

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 work load.

- Supervises and monitors the Contractor Licensing Unit's personnel and daily operations. Plans, schedules and coordinates work operations of the unit. Conducts on the job training for staff under charge. Evaluates staff performance. Participates in hiring and discipline actions.
- Receives complaints from the public relating to unlicensed contractors, licensed contractors who have performed work in violation of Marion county building codes, and property owners who have violated Marion county building codes.
- Assists and communicates with members of the public both orally and in writing, with explanations of code and county policy questions.
- Investigates complaints on above stated subjects to confirm validity.
- Researches records of the Building Department, Zoning Department, Property Appraiser, Department of Business and Professional Regulations, State of Florida, Secretary of State, and others to confirm or deny the validity of the complaint.
- Performs random field inspections to check licenses and/or violations of Marion County Building Department ordinance.
- Issues notices of violation or citations necessary to resolve the issues determined in the investigations determined to require action.
- Prepares cases against licensed contractors which were not resolved through the notice of violation or citation for appearance before the Marion County License Review Board. Presents the cases to the Board.
- Prepares and maintains records of complaints, notices, verdicts.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public

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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 or by phone contact.

SUPERVISION

Responsible for the direct supervision of a small to moderate size staff (2 or more employees) with no indirect supervision. Responsible for coordination of work operations for the unit and on-the-job training. Duties include assigning, evaluating, and reviewing work of subordinate employees. Monitor training and certification programs. Recommend personnel for promotion and/or disciplinary action to the department Director. Interview applicants and make selection recommendations.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

High school diploma or general education degree (GED) and three years related experience and/or training; or equivalent combination of education and experience.

Licenses

Valid Florida Driver License.

Certifications

Two years experience as a certified License Investigator.

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, 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

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- 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.
- Can explain records, procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or materials.

Specialized Skills and Abilities

- Cross-trained in all duties of a Licensing Agent 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 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, telephone, two-way radio, fax machine, copy machine, and other general office equipment, as well as drive a vehicle, in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, and to lift up to 50 pounds; will regularly be required to walk, sit, use hands to finger, handle or feel, reach with hands and arms, talk or hear, and to lift up to 25 pounds. Special vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock; and will regularly be exposed to outdoor weather conditions. The typical noise level for this environment is loud.

Established: 10/99

Pay Grade: 15

Job Description Number: 3053

Category: 3

Status: NE

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