

SENIOR BUILDING SERVICE REPRESENTATIVE

MAJOR FUNCTION

The primary function of this position is to act as the Building Services Supervisor in the absence of the incumbent. Responsible for assisting the division supervisor with supervising, monitoring and coordinating the workload of assigned staff. Responsible for providing technical advisement and conveying interpretations of building codes and policies in response to inquires regarding permitting issues.

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.

- Provides a positive example for staff under charge regarding work ethic, attitude, professional ethics, and knowledge of the code, interpersonal interactions and mutual respect.
- Provides written and oral technical advisement and conveys interpretations in response to inquiries about permitting issues from the public, staff and administration.
- Assists with organizing, monitoring and coordinating work schedules and employee assignments.
- Provides assistance to customers, office personnel and field staff regarding permitting procedures and department policies.
- Performs permitting and cashier duties necessary to cover personnel shortages and assist division staff in completing daily workload requirements.
- Reviews permit applications and documents for compliance of local ordinances, State Statutes, and Florida Building Codes.
- Monitors workload productivity of assigned personnel and performs random quality control reviews of permit records for accuracy.
- Monitors, anticipates and solves problems that impact the division employees or customers; which result from, or are affected by, the operation of the division.

SENIOR BUILDING SERVICE REPRESENTATIVE

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 contact or by fax documents.

SUPERVISION

Responsible for the direct supervision of fifteen to twenty employees. Responsibilities include acting as the division supervisor in his absence; and assigning, directing, reviewing and evaluating the work of division employees. Responsibilities include on-the-job training, recommending selection of new staff members, planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

This position requires a high school diploma or general education degree (GED); supplemented with five years experience as a customer service representative and/or three years as customer service supervisor or team leader for a group of ten or more personnel.

Licenses

Valid Florida Driver License.

Certifications

Notary Public within six months of assignment.

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.

SENIOR BUILDING SERVICE REPRESENTATIVE

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 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 policies and procedures to other individuals.
- Ability to use sound judgment in the selection of procedures and the use of equipment to accomplish assigned tasks in the most efficient manner.

Specialized Skills and Abilities

- Strong knowledge of customer service practices.
- Knowledge of principles and practices of public administration.
- Ability to communicate with other individuals in a tactful and courteous manner.
- Knowledge of computer operations using Windows operating system. Ability to learn new software applications with on-the-job training.

SENIOR BUILDING SERVICE REPRESENTATIVE

- Ability to work independently without 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.

Established: 10/2007	Category 6
Pay Grade: 14	Status: N/E
Job Description: 6136	Revised: