

CITY OF CORAL SPRINGS

Classification Description

CLASSIFICATION TITLE: Permit Services Representative
FUNCTIONAL AREA: Development Services Department

WORK OBJECTIVE:

Under general supervision, the purpose of the position is to assist citizens and contractors with the processes of application, review and approval for building permits and inspections enforcing compliance with established State, County and City safety codes. Employee is responsible for administrative/clerical work in relation to regulatory standards, inspection activities, and permitting and licensing functions for building construction throughout the City. Performs other essential duties in support of departmental objectives to ensure safety and welfare of the general public and business community.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Answers inquiries and requests from the general public and business community, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information; responds to escalated customer service issues.
- Performs data entry tasks, and issues the appropriate documentation with compliance to established building codes and regulations.
- Coordinates all commercial and private inspection and permitting documentation to enforce compliance with South Florida Building Code of each respective trade, e.g., structural, electrical, mechanical, plumbing building/development.
- Performs both routine and non-routine administrative duties, as dictated by the nature of the task, e.g., data entry, records keeping, filing, basic calculations, typing.
- Receives telephone inquiries ascertains the nature of the call, and resolves personally or directs it to the appropriate individual or department.
- Performs a variety of essential record keeping duties, and maintains department record keeping and filing systems relevant to permitting.
- Performs various fiscal/ cashiering tasks, e.g., receives fees and payments for permitting, logs payments, generates appropriate receipts.
- Generates correspondence, memos, agendas, orders, reports, forms, permits or other relevant materials appropriate to the assigned department.
- Assists in maintaining and updating all code revisions and documentation.
- Receives and distributes all inward and outward office mail.

Permit Services Representative

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

High School Diploma or GED; supplemented by one (1) to two (2) years responsible secretarial/customer service experience; or an equivalent combination of education, training, and experience. Must possess Notary Public Certification.

Knowledge, Skills, & Abilities –

Knowledge of all functions relevant to the processing and approval of building construction permits, e.g., plans review, licensing, permitting, inspections.

Knowledge of the principles and techniques of customer service skills.

Ability to understand and follow written and oral instructions.

Ability to perform routine administrative support functions, e.g., bookkeeping, data entry, typing, reports processing.

Ability to compose routine correspondence, summaries and reports in a clear and concise manner.

Ability to read, update and maintain various records and files.

Ability to perform routine mathematical computations and tabulations accurately and efficiently.

Ability to act as a liaison.

Ability to type 35 WPM.

Ability to access, operate and maintain various software applications.

Ability to operate basic office equipment e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.

Ability to establish and maintain effective working relations with departmental personnel, Inspectors, and the general public..

PHYSICAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.