

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Senior 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. Employees in this classification are accountable for the accuracy of all administrative/clerical work performed in relation to regulatory standards, inspection activities, and permitting and licensing functions for building construction throughout the City. Position is distinguished from that of Permit Services Representative by the degree of accountability of the work, greater latitude in exercise of independent judgment concerning assigned duties, complexity of duties, and the ability to function with a higher degree of independence.

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; receives telephone inquiries ascertains the nature of the call, and resolves personally or directs it to the appropriate individual or department.
- Issues building permits, subcontractor permits and certificates of occupancy and completion.
- Collaborates with Inspectors to schedule inspections, performs data entry tasks, and issues the appropriate documentation with compliance to established building codes and regulations.
- Coordinates all commercial and private inspections and notifies appropriate work units, e.g., structural, electrical, mechanical, plumbing building/development.
- Performs both routine to moderately complex administrative duties, as dictated by the nature of the task, e.g., data entry, records keeping, filing, basic calculations, typing.
- Assists with organization of administrative operations to ensure permits are issued and recorded efficiently and accurately; issues contractor's competency cards.
- Provides the public and departmental requests with resources and interpretation of the various codes for which the division is responsible to enforce.
- Prepares various monthly and annual summary reports, e.g., permit records, inspections, fee collections, certificate of occupancy, certificate of completion, plan reviews.
- Performs various fiscal/cashiering tasks, e.g., receives fees and payments for permitting, logs payments, generates appropriate receipts.

Senior Permit Services Representative

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

High School Diploma or GED; supplemented by three (3) to four (4) years responsible customer service experience in building/construction permitting; or an equivalent combination of education, training, and experience. Must possess Notary Public Certification.

Knowledge, Skills, & Abilities –

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

Ability to understand and follow written and oral instructions.

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

Ability to compose routine to moderately complex 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..

Skill in the principles and techniques of customer service skills.

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.