



## **TOWN OF SURFSIDE CUSTOMER SERVICE REPRESENTATIVE**

**DEPARTMENT:** BUILDING

**NON-EXEMPT**

### **GENERAL DESCRIPTION:**

Responsible customer service work, performing a variety of customer service - related work in Building Department. Work is performed under the general supervision of the Building Department Supervisor II.

### **ESSENTIAL JOB FUNCTIONS:**

1. Welcomes customers to the Town's front lobby; inquires as to the purpose of their visit.
2. Performs customer service including in person, on the phone, via email on various subjects, regulations and procedures.
3. Scans, coordinates and collates documents as requested.
4. Schedules inspections and inputs inspections results in software system.
5. Maintains customer records by updating information in software system.
6. Enters permit, customer and contractor information in software system.
7. Articulates topics pertaining to development and permitting with the Town.
8. Reviews basic zoning code requirements in order to explain these rules to customers.
9. Reviews, presents and tracks single-family, multi-family, and commercial development projects from initial Planning and Zoning application through issuance of Certificate of Occupancy (C.O) or final inspection.
10. Reviews simple zoning permits (i.e. Driveways, fences, signs, etc.) for completeness of application materials and zoning code compliance.
11. Prepares Zoning Review comment sheets under direction of Town Planner.
12. Assists the Town Planner with report preparation, customer outreach or other duties as assigned.
13. Keeps track of zoning code changes to better inform customers.
14. Directs customers to appropriate zoning information on Town's website.
15. Compiles and routes permit folders to the appropriate reviewer / department.
16. Identifies customer concerns by clarifying customer's needs, selects the best way to satisfy the customer's needs and directs the customer to the appropriate Town staff member.
17. Explains and answers questions for developers, contractors, and homeowners regarding application process, permits and inspection process.
18. Maintains and retains accurate and current Building Department applications, files and records.

19. Recommends potential services to management by collecting customers information and analyzing customer's needs.
20. Contributes to team effort by accomplishing related results as needed.
21. Assists with miscellaneous cashiering duties; accept payments, posts payments, prepares deposits and processes refunds.
22. Performs data entry.
23. Performs other duties as assigned.

(The essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required).

### **MINIMUM QUALIFICATIONS:**

#### **KNOWLEDGE, ABILITIES AND SKILLS:**

- Excellent customer service skills and phone etiquette
- Knowledge of daily operations and activities of customer service.
- Proficient knowledge of computer systems and software.
- Knowledge of business math and accounting principles.
- Basic knowledge of how the Building and Zoning codes function.
- Proficient knowledge of municipal Building permitting process and state laws regarding the permitting process.
- Knowledge of general office procedures, ability to follow directions and follow through on designated tasks.
- Ability to work under pressure and meet deadlines.
- Ability to handle difficult situations, complaints and individuals.
- Ability to multi-task.
- Ability to learn detailed and complex Building and Zoning code requirements.
- Ability to communicate orally and writing, clearly, tactfully and diplomatically with coworkers and the general public.
- Knowledge of construction terminology and documents.
- Ability to extract pertinent facts from verbal and written guidelines, policies and procedures and apply them to a variety of problems.
- Skill in typing, filing and research techniques.
- Skill at accessing, inputting and retrieving information from a computer.

#### **EDUCATION AND EXPERIENCE:**

High School diploma for possession of an acceptable equivalency diploma. Minimum of two (2) years' experience in permitting, utilities and/or local government customer service desired.

(A comparable amount of training, education or experience can be substituted for minimum qualifications).

**LICENSES, CERTIFICATIONS OR REGISTRATIONS:**

Active Notary Public – desired or obtain within six (6) months of employment.  
FEMA incident Command System Training Course (ICS 100c, 200c, 700b and 800d) - desired

**ESSENTIAL PHYSICAL SKILLS:**

- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and computer screen for extended periods of time.
- Ability to enter data accurately and at an acceptable speed.
- Acceptable eyesight.
- Acceptable hearing.
- Ability to speak and write English language and communicate effectively.
- Walking.
- Standing

**ENVIRONMENTAL CONDITIONS:**

- Work in an office environment.
- Work in stressful situation.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

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Revision History: NEW 8/14/23; 1/16/2024

**This job description does not constitute an employment agreement between the Town of Surfside and the employee. It is used as a guide for personnel actions and is subject to change by the Town as the needs of the Town and requirements of the job change.**

Approved:

Town Manager's Signature: \_\_\_\_\_

