



Job Description

Community Development Services Representative

Pay Grade: G04

Employment Status: Full-Time

FLSA Status: Non-exempt

Experience Required: Minimum one (1) year of customer service or administrative experience, preferably in a government or professional office setting.

Minimum Education Requirements: High School Diploma or G.E.D.

Department: Growth Management

Direct Supervisor: Growth Management Director or designee

Supervisory Responsibility: Direct (x); Indirect (x)

Primary Work Location: Works inside in an office setting.

Certification: Valid State of Florida driver's license. Proficiency in Microsoft Office required; familiarity with permitting, planning, or municipal software is preferred.

Job Summary: This position serves as the first point of contact for the Growth Management Department and provides front-line customer service support for walk-in visitors, phone inquiries, and email correspondence. The role requires a general understanding of departmental functions—including building permitting, planning and zoning, code enforcement, and the Community Redevelopment Area (CRA)—to route inquiries and support the public and internal staff in a courteous and professional manner.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Greet and assist visitors to the Growth Management Department in a professional and welcoming manner.
- Identify the purpose of customer visits or inquiries and route them to the appropriate team member or division.
- Answer and direct incoming phone calls and monitor and respond to departmental emails.
- Maintain a tidy and organized front reception area.
- Provide basic information to customers regarding departmental services and procedures.
- Utilize permitting and customer service software to log information, schedule appointments, and assist with simple public record lookups.
- Assist with clerical tasks such as scanning, data entry, and document organization.
- Complete public records requests as necessary and coordinate with the City Clerk's office to complete these requests.
- Maintain working knowledge of department functions to effectively guide customers.
- Collaborate with team members to ensure positive customer experiences.
- Perform routine clerical support functions as required for staff in support of our department services including Building Permitting/Inspections, Planning & Zoning, Code Enforcement, and CRA.



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- Perform other duties as assigned.

Knowledge, Skills, and Abilities (KSA's) for Position

Knowledge:

- Basic understanding of building permitting, planning & zoning, code enforcement, and CRA operations.
- Basic understanding of general City functions outside of the Growth Management Department to direct customers appropriately.
- Customer service principles and front desk etiquette.
- Office methods and equipment, including phones, computers, printers, and scanners.

Skills:

- Professional verbal and written communication.
- Strong interpersonal and problem-solving skills.
- Ability to remain calm and courteous in a busy front-office environment.
- Proficient use of Microsoft Office and ability to learn other departmental systems.

Abilities:

- Prioritize and manage multiple inquiries at once.
- Work independently and collaboratively.
- Maintain confidentiality and professionalism in a municipal setting.
- Establish effective working relationships with staff, residents, and contractors.
- Work in a team environment to achieve tasks and accomplish common goals.
- Follow through on designated tasks.

Physical Demands

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The following physical abilities are required:

- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.



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- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Talking 2: Shouting in order to be heard above ambient noise level.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual Acuity 2: Including color, depth perception, and field vision.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.

I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date