



Marion County Board of County Commissioners

POSITION DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

CONTRACTOR LICENSING SPECIALIST

Department: Building
Pay Grade: 107
FLSA Status: Non-Exempt
Job Class: 6134
Risk Code: 8810

JOB SUMMARY

Responsible for providing service to licensed contractor customers and those who aspire to become licensed contractors with professionalism and expertise. Also responsible for providing technical advisement in response to inquiries regarding contractor licensing issues.

ESSENTIAL JOB FUNCTIONS

- Coordinates information from the public regarding complaints on contractors for referral to local licensing boards and the Department of Professional Regulation.
- Coordinates information from applicants, schedules board meetings, and notifies applicants and board members of such meetings.
- Coordinates contractor licensing examination schedules, notifies other counties and applicants of schedules, and reserves exam room. Assigns examination numbers to applicants and maintains state and county contractor licensing information.
- Receives test scores from the testing agency and notifies the applicants of their qualifications for registration.
- Receives applications from contractors registered in other counties or municipalities who desire to do business in the county within the Construction Industry by Reciprocity, and reviews applications for completeness and accuracy. Schedules review of the applications by the Marion County License Review Board.
- Prepares and forwards correspondence to other counties or municipalities in circumstances where contractors registered in the County desire to do business by reciprocity in other jurisdictions.
- Maintains various files such as applications, insurance and worker's compensation certifications, correspondence, notices of violations and citations. Includes actions taken by the Marion County License Review Board and/or the Construction Industry Licensing Board against contractors.
- Responds to telephone inquiries from contractors and the general public and provides information and answers questions in regards to certification and registration.

- Processes incoming mail to the division unit.
- Prepares cases against licensed contractors which were not resolved between contractors and homeowner(s) for appearance before the Marion County License Review Board. Attends monthly License Review Board hearings.
- Provides 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 or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibilities.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and two (2) years' experience in permit processing, contractor licensing, construction administration, or general clerical/customer service; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Notary Public certification within six (6) months of appointment.
- Construction Licensing Official Association of Florida (CLOAF) Levels I, II, & III within four (4) years of appointment.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to tactfully respond to complaints from customers, regulatory agencies, or members of the business community.
- Ability to write routine reports and correspondence.
- Ability to speak clearly, write legibly, and make presentations to groups of people.
- Ability to speak effectively one-on-one with customers and employees of the organization.
- Ability to calculate figures and amount such as discounts, interest, commission, proportions, percentages, area, circumference, and volume.
- Ability to add and subtract two-digit numbers and to multiply and divide with 10s and 100s.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

- Ability to identify a problem, analyze the problem, and determine a best course of action or solution to resolve the problem.
- Ability to read and interpret written, oral, diagram or schedule form instructions and explain records and procedures to other individuals.
- Ability to use sound judgment in the selection of procedures and use of equipment to accomplish assigned task in the most efficient manner.
- Knowledge of department and division operations, pertinent Florida Statutes, and local codes and regulations related to contractor licensing and permitting processes.
- Knowledge of cashier function and ability to perform cash drawer audits.
- Knowledge of modern office practices and ability to properly operate pertinent office equipment.
- Skill in the use of a personal computer, pertinent software programs, email, internet, and construction database systems.
- Ability to read and interpret County and State licensing laws and ordinances.
- Ability to enforce laws and ordinances in a firm, fair, and impartial manner.
- Ability to efficiently use codebooks and other resources associated with the permitting process.
- Ability to work independently with minimal supervision.
- Ability to work efficiently and proactively in a demanding, high stress environment.
- Ability to adapt to new procedures and assignments.
- Ability to take teamwork approach to the job by cooperating with others when needed.
- Ability to establish and maintain effective working relationships with staff, contractors, and the general public.
- Ability to communicate tactfully, courteously and maintain effective working relationships with other County departments and with members of the general public.
- Ability to remain calm in stressful situations.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will occasionally be required to handle, hear, kneel, lift, reach, speak, stand, walk, and stoop.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*