



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.

CLIENT SERVICES SPECIALIST

Department: Community Services
Pay Grade: 103 - 109
FLSA Status: Non-Exempt
Job Class: 5151
Risk Code: 8810

JOB SUMMARY

Responsible for reviewing and processing applications for the various housing, community, homelessness and human service care programs administered through the Community Services Department.

ESSENTIAL JOB FUNCTIONS

Implements the County's Core Values of Humbleness, Integrity, Commitment, Accountability, Respect, and Discipline.

- Customer Service that involves working with Marion County citizens' eligibility. Individuals and organizations may apply for programs offered by the Department.
- Analyzes various applications for the department and obtain all information and verification required to according to grant guidelines and approve/deny applicant's eligibility for the program.
- Interviews applicants and explains n steps for eligibility and refers clients to appropriate community resources for additional assistance as needed.
- Performs various primary processing duties including calculating income, verifying assets, performing property and public record searches, determining eligibility according to individual program regulations, and maintaining database files.
- Prepares contracts, loans, and mortgage documents for approval.
- Coordinates with County leadership, legal, lenders, title companies, clients, builders, realtors, and finance to ensure contract and loan documents are in compliance with the project.
- Maintains accurate project loan files with current verified financial information, renewing the information as needed for compliance and assessing each client situation to determine the best funding solutions and documentation to request.

- Maintains and prepares accurate financial and statistical trading data and caseload reports for budgeting purposes, submission to regulatory boards and outside agencies and for preparation of annual grant reports.
- Assists with gathering, compiling, and analyzing information on program related issues for preparation of required planning documents and budgets.
- Coordinates execution of Housing Rehab and Purchase Assistance, Rental, Homelessness and Community Development contracts.
- Drafts agendas and inputs into the County's agenda software system. , also will process Legal Request Memorandums for the department.
- Schedules meetings, creates agendas, record and transcribe minutes for various committees and boards.
- Assist with maintenance and updating of the department website.
- Assist with processing legal ads internally and in the newspaper.
- Assist with environmental review process.
- Maintains several program data reports for housing, homelessness, community development and human services.
- Performs data entry into a variety of external software databases required by Federal, State and local systems such to include but not limited to:HUDs software IDIS. SHIP AR, HMIS, HCRA.

- Performs other related job duties as assigned.

SUPERVISION

This position may review the work product of others. Provides guidance, advice, and assistance to others on work assignments. Provides work direction.

QUALIFICATIONS

Requirements	CSS I	CSS II	CSS III	CSS IV
Licenses and Certifications	Valid FL DL Public Notary within 1 year of employment	Valid FL DL Public Notary	Valid FL DL CSSII requirements plus	Valid FL DL CSSIII requirements plus CDBG Basics Certificate; HOME Basics Certificate
Competencies	The following Competencies will be determined based on: Comprehensive understanding of one of the four *divisions within the department.	In addition to CSSI, the following Competencies will be determined based on: Comprehensive understanding of two of the four divisions within the department.	In addition to CSSII, the following Competencies will be determined based on: Comprehensive understanding of three of the four divisions within the department.	In addition to CSSIII, the following Competencies will be determined based on: Comprehensive understanding of four of the four divisions within the department.
Decision Making	Limited to work order and or similar task	Carries out decisions and seeks guidance	Independent Decision-Making recommendation	Independent Decision Making, Policy drafting, assisting with employee supervision,
Training Courses	The following courses or equivalents are required: Core Values Income verification Process Direct Service Applications Telephone etiquette File Management *1 grant program course	The following courses or equivalents are required: Core Values Draft Advisory Board Agendas Draft Advisory Board Minutes Reimbursements request 2 additional grant programs and 2 specific project types *2 grant program course	The following courses or equivalents are required: Core Values Drafting BCC Agenda items Drafting project Contracts Processing Non-Profit and Developer Applications Desk Monitoring *4 grant program course	The following courses or equivalents are required: Core Values Drafting reports for Federal, State, and local requirements Draft Request for Applications Onsite Monitoring County Supervisor Training *6 grant program course
Education	HS/GED	HS/GED with Some College Preferred	HS/GED with Associate Degree Preferred	Associate Degree Required; Bachelor Degree Preferred
Years of Experience	1 year CSS trainee or equivalent	2 years as CSS or equivalent	4 years as CSS or equivalent	6 years as CSS or equivalent
Pay Grade	106	107	108	109

***Divisions include: Housing, Community Development, Homelessness and Health and Human Services**

*** CDBG Basically, HOME, HOME underwriting, ESG, SHIP, Income Verification, HIPPA, etc.**

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to read and understand written Federal regulations and Fair Housing regulations.
- Ability to effectively present information to top management, public groups, and/or boards.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Ability to interpret complex and detailed technical data.
- Ability to potentially participate in development of policies, programs, plans, or procedures.
- Knowledge of the theory, principles, and practices of public administration.
- Knowledge of government organization and administration and of the legal basis of government.
- Knowledge of research techniques, methods, and practices.
- Knowledge and understanding of current HIPAA regulations.
- Knowledge of Health Care Responsibility Act (HCRA) rules, regulations, and processing.
- Ability to conduct research, analyze, and interpret findings and to prepare clear and concise reports.
- Ability to speak clearly and effectively in public.
- Ability to deal courteously and tactfully with members of the public and coworkers.
- Ability to establish and maintain effective relationships with government officials, employees, the public, and the press.
- Ability to plan and organize and meet multiple deadlines.
- Ability to use various computer software to obtain statistical data.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 20 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 regularly be required to stand, walk, taste or smell; frequently required to stoop, kneel, and crouch, or crawl; and occasionally required to sit, use hand to finger, handle, or feel, reach with hands and arms, and talk or hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. While performing the duties of this job, the employee will occasionally be required to be exposed to outdoor weather 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.*