

# 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.*

### OCE CUSTOMER SERVICE SPECIALIST I / II / III

**Department:** Office of the County Engineer  
**Pay Grade:** 106 / 107 / 108  
**FLSA Status:** Non-Exempt  
**Job Class:** 6207  
**Risk Code:** 8810

#### JOB SUMMARY

Responsible for receiving and dispatching requests, managing citizen inquiries, performing data entry, generating various reports, communicating with multifaceted clientele, and performing a variety of technical duties for the Office of the County Engineer.

#### ESSENTIAL JOB FUNCTIONS

- Receives and screens office visitors. Greets and assists customers and visitors pleasantly and courteously. Maintains a calm and confident demeanor with customers, especially during emergency responses.
- Answers a multiline telephone system, makes referrals, takes messages, and directs incoming calls appropriately. Transmits official messages via the telephone, radio, and email.
- Provides information within scope of knowledge or refers customers to appropriate individuals. Maintains appropriate communications with staff, including field staff, customers, and other agencies.
- Responds to inquiries from the public, other departments, and other agencies when information requested is specifically provided and known, such as from published records, specific deliveries and procedures, and calendar of events, or within established guidelines.
- Responds to road, traffic and drainage related service requests from citizens and other staff, appropriately categorizes and documents the request in a computer database and assigns the request to the appropriate section or subsection for follow-up action. Verifies road maintenance status and other technical information.
- Processes work orders or documents requiring office procedural knowledge.
- Receives, reviews, and processes applications and issues permits for work within right-of-way for all driveways, utility construction, and crossings of right-of-way in accordance with department policy.
- Reviews plans and applications to ensure compliance with Marion County Land Development Code and makes recommendations for deviations and waivers.

- Assists with receipt and processing of Development Review applications utilizing both CD Plus and EPlans, or their future equivalents.
- Coordinates permits and complaint inspections with Development Review, Building, Zoning, and Code Enforcement. Works with Code Enforcement Department to enforce county regulations.
- Collects fees for Right-of-Way Utilization permits and Development Review applications. Performs daily cash audits, calculates for accuracy and balances. Performs collections for outstanding fees owed to the County for services. Processes payments for delivery to the Finance Department.
- Maintains databases and files for all permits and correspondences concerning Right-of-Way and Development Review permits. Follows up on permits and their status, tracks internal review process, applicant productivity, and customer service.
- Uses, maintains, and ensures the accuracy of information in the CarteGraph and CDPlus Database Systems (or future equivalents), etc. Makes corrections to the information as required. Processes paperwork and maintains and produces reports. Types various department specific documentation (e.g., letters, statements, narrative and statistical reports, minutes, agendas).
- Proofreads copy and corrects drafts for grammar, punctuation, and spelling in order to produce error-free work.
- Arranges for meetings and conferences and may take notes. Maintains calendars.
- May be assigned a project or process and be held responsible for results.
- May process correspondence of a sensitive or confidential nature.
- 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 may function as a lead worker for a small group of employees. Provides guidance, advice, and assistance to others on work assignments. May assign, evaluate, and review work.

**QUALIFICATIONS**

Requirements	OCE Customer Service Specialist I (OCSS I)	OCE Customer Service Specialist II (OCSS II)	OCE Customer Service Specialist III (OCSS III)
<b>Education</b>	HS Diploma / GED	HS Diploma / GED	HS Diploma / GED
<b>License</b>	Valid Florida Driver License	Valid Florida Driver License	Valid Florida Driver License
<b>Competencies</b>	Competencies based on Web based testing: • Email Etiquette	In addition to OCSS I, the following competencies based on: • OCSS Assessment Test	In addition to OCSS I and OCSS II, the following competencies based on Web based testing: • Business Etiquette
<b>Certifications</b>	The following certifications or equivalents are required:  <b>National Incident Management System (NIMS)</b> within six (6) months: • IS-100, IS-200, IS-700, IS-800  Choose <b>two</b> trainings from the <b>HR Training Platform</b> in the following subjects within 12 months: • Communication • Customer Service • Teamwork • Outlook  <b>County Trainings</b> per Employee Handbook or other County mandated trainings.	In addition to OCSS I, the following certifications or equivalents are required:  • Customer Service Bootcamp within 1 <sup>st</sup> year as OCSS II  Choose <b>two</b> trainings from the <b>HR Training Platform</b> in the following subjects within 12 months: • Multigenerational Management • Problem Solving • Time Management • Excel  <b>County Trainings</b> per Employee Handbook or other County mandated trainings	In addition to OCSS I and II, the following certifications or equivalents are required:  Choose <b>three</b> trainings from the <b>HR Training Platform</b> in the following subjects within 12 months: • Coaching/Mentoring • Decision Making • Emotional Intelligence • Professional Development • Word  <b>County Trainings</b> per Employee Handbook or other County mandated trainings
<b>Specialized Training</b>	Two years of progressive knowledge and skilled administrative support, secretarial related experience and training, or technical experience and training demonstrating extensive knowledge and practical experience with personal computers, standard application packages, modern office technologies, and customer service required. Cash management and data entry experience preferred.	OCSS I knowledge and experience and cash management and data entry experience required. Plus ability to evaluate, calculate and collect permit fees, prepare deposits and process refunds, ability to review permit applications and plans or other material for accuracy or compliance, ability to use GIS/mapping applications, ability to interpret ordinances, resolutions and plats, strong working knowledge of specialized software or departmental databases (minimally CarteGraph, CD Plus, EPlans, and ArcReader or their future equivalents).	OCSS I and II knowledge and experience required plus ability to research, evaluate and resolve permit issues, certificate holds, or expired permits, ability to collect outstanding fees, ability to develop and maintain SOP's, manages and produces dedicated reports, may be assigned special tasks or projects, may act as lead.
<b>Specialized Experience</b>	N/A	2 years as OCSS I	4 years as OCSS II
<b>Pay Grade</b>	106	107	108

**KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, analyze and interpret policies, procedures, or governmental regulations.
- Ability to write routine reports, correspondence, and procedural documents.
- Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.
- Ability to tactfully respond to common inquiries or complaints from customers, regulatory agencies or members of the business community.
- Ability to calculate figures and amounts such as discounts, interest, commissions, percentages, and volume.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- 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 define problems, collect data, establish facts, draw valid conclusions, and make recommendations both orally and in writing.
- Ability to interpret and apply common sense understanding to carry out instructions furnished in written, oral, diagram, or schedule form.
- Ability to interpret complex and detailed technical data.
- Ability to study manual work process to determine most effective methods for essential tasks.
- Ability to explain records and procedures to others as lead worker.
- Ability to exercise judgment regarding use of procedures, methods, equipment, tools, or material to accomplish tasks.
- Ability to develop and implement procedures to operate office at maximum efficiency.
- Ability to potentially participate in development of departmental policy, programs, plans, or procedures.
- Knowledge of the field of assignment sufficient to perform thoroughly and accurately the responsibility illustrated by the above job duties.
- Knowledge of geographical features of Marion County and landmarks.
- Knowledge of other related government agencies, their locations, jurisdictions, and responsibilities.
- Knowledge of departmental procedures and equipment.
- knowledge of computers and other office equipment (e.g., current operating systems, software applications, e-mail, internet usage, and basic spreadsheets).
- Knowledge of specialized software including, but not limited to, CarteGraph, CD Plus, EPlans, ArcReader, and other departmental databases.
- Skills in organization and task prioritization.
- Skills in the interpretation and application of business English, grammar, spelling, diction, style, and punctuation.

- Ability to work efficiently and accurately in an atmosphere of frequent interruption, multi-task in a fast-paced environment.
- Ability to work independently and to carry out assignments to completion with minimum instructions, adhere to prescribed routines and practices, maintain records, and to make reports requiring accuracy.
- Ability to read and interpret construction and utility plans, perform technical research, and prepare draft reports.
- Ability to learn, interpret and apply local ordinances, resolutions, and codes.
- 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 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 use hands to finger, handle, or feel, reach with hands and arms and stoop, kneel, or crouch; will frequently be required to stand, walk, talk, and hear.

**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.***

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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.