MONROE COUNTY

JOB DESCRIPTION

Position Title: CUSTOMER SERVICE REPRESENTATIVE II		**Date**: 9/1/06
Position Level: 8	**FLSA Status**: Nonexempt	**Class Code**: 8-44

GENERAL DESCRIPTION

The primary function of this position is to assist the staff and community with all aspects of permitting and code compliance in keeping with Monroe County's mission, vision, and values. Additional responsibilities include all aspects of bookkeeping for the department.

KEY RESPONSIBILITIES

1. * Review permit applications for completeness and create new permits.
2. *Route permit applications for review and approval.
3. *Input permit conditions and notes on computer.
4. *Collect and properly record monies received for permitting, impact, and miscellaneous fees.
5. *Issue approved permits.
6. * Provide permitting information and assistance to general public.
7. *Perform permitting records research as required.
8. *Generate cash receipt reports on a daily, weekly and annual basis.
9. *Prepare bank deposits, handle discrepancies, work with auditors.
10. *Assist in staff training as required.
11. Update contractor records as required.
12. Other related clerical and administrative duties as assigned

* Indicates an "essential" job function.

The information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Position Title: CUSTOMER SERVICE REPRESENTATIVE II	**Class Code**: 8-	**Position Level**: 8

KEY JOB REQUIREMENTS	
Education:	Vocational orTechnical School required or High School Diploma or GED.
Experience:	5-7 years.
Impact of Actions:	Makes recommendations that may affect the entire department/division and the community.
Complexity:	Varied: Work is complex and varied and requires the selection and application of technical and detailed guidelines. Problems are not easy to identify, but are similar to those seen before. Moderate analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can often be found by using methods chosen before in other situations.
Decision Making:	Analytic: Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit.
Communication with Others:	Requires regular internal and external contacts to carry out programs and to explain specialized matters. Occasionally requires contact with officials at higher levels on matters requiring cooperation, explanation and persuasion, as well as with the public involving the enforcement of regulations, policies and procedures.
Managerial Skills:	May be responsible for orienting and training others, and assigning and reviewing their work. May also be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level onn a formal basis.
Working Conditions/ Physical Effort:	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.
On Call Requirements:	None.

APPROVALS		
Department Head:		
Name: Joseph Paskalik	Signature: Joseph Paskalik	Date: 9-1-06

Division Director:		
Name: Ty Symroski	Signature:	Date: Sept. 1, 2006
County Administrator:		
Name:	Signature:	Date: 9/21/06

On this date I have received a copy of my job description relating to my employment with Monroe County.

Name:	Signature:	Date: