

POSITION ANNOUNCEMENT

GOVERNMENT SERVICES REPRESENTATIVE III

BUILDING AND CODE DIVISION

COMMUNITY DEVELOPMENT DEPARTMENT

Starting Salary: \$33,555.80 per year

This is a full-time, 40 hour per week position which includes a full range of benefits including Paid Time Off, Extended Medical Leave, Holidays, Employee Health, Dental, Life, Disability, Retirement, and Tuition Assistance programs.

JOB DESCRIPTION: The purpose of this position is to provide advanced clerical support to the department, including support documentation development, data analysis, report preparation, and permit application reviews. This position acts under the supervision of the Clerical Supervisor II or other appropriate supervisor.

- Manages and reviews submittals for documentation of special functions such as special inspections, third-party inspections, and similar processes.
- Answers technical questions related to building permits and submitted reports.
- Performs completeness reviews of applications.
- Updates and maintains records associated with specific programs and functions.
- Acts as division liaison to Municipal Court when needed.
- Assists the general public with inquiries in person and on the telephone, including building permit applications, handling citizen complaints, requests for status of complaints and other information regarding Community Development Department services.
- Assists customers to determine necessity of building permits, questions regarding licensing, inspections, and renders assistance with basic code questions and code enforcement issues.
- Performs research on real estate records for new complaints to determine proper ownership and necessary data for investigation of complaints.
- Opens code enforcement complaint files and assists in preparation and mailing of code enforcement correspondence.
- Verifies that location is in the un-incorporated jurisdiction of St. Charles County, or directs to appropriate agency.
- Determines when to transfer inquiries to other staff.

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- Collects fees and issues receipts for the Community Development Department.
- Enters relevant data into building and code enforcement software and assures that all applicable review by various divisions and Departments within the County are completed and entered, then notifies customer of completion of permit process and fees.
- Schedules appropriate inspections and verifies eligibility for same.
- Forwards data to property owners and builders
- Prepares reports and files pertaining to inspections licensing of contractors, code enforcement operations, and special functions.
- Prepares routine correspondence for department staff as needed.
- Maintains and files all necessary paperwork including reviewing for accuracy and completion.
- Performs other duties as assigned.
- While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.
 - Revises departmental documentation as directed.
 - Assists in obtaining historic data as requested by the customer or other agencies.
 - Scans historic data for digital archive purposes.
 - Trains new staff members.

REQUIREMENTS:

- Education
 - High school diploma or GED equivalent with some additional clerical training.
- Certifications
 - Certified as a Permit Technician by the International Code Council or obtain it within one year of employment.
- Job Experience
 - 1-2 years of experience in the clerical field (or any combination of education and experience that provides equivalent knowledge, skills, and abilities will be considered).

- Knowledge, skills, and abilities
 - Knowledge of modern office practices, procedures, and equipment.
 - Working skill in customer relations and service.
 - Employment is contingent on successfully passing a full criminal background check.

Requires successful completion of the computerized clerical skills testing with the following minimum scores: Data Entry – 4800 KSPH, Basic Math – 75%, Customer Service – 80%. Please call the Human Resources Office at 636-949-7320 to schedule clerical testing.

TO APPLY: All applications must be submitted only through our Self-Service Website at <http://hr.sccmo.org/hr>. We do not accept faxed, e-mailed or print applications.

To assure consideration, applications must be submitted, AND clerical testing must be completed by September 17th, 2021.

St. Charles County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. St. Charles County is a drug and alcohol-free work place. A pre-employment drug screen is required for all positions.