

Customer Service Representative

FLSA Status: *Non-Exempt*
Grade 8

General Definition of Work

The position performs customer service and administrative work providing information to the external and internal customers and processing and tracking submitted applications. Responsibilities require the employee to establish and maintain effective working relationships with the Director of Growth Management, Customer Service Manager, the general public, Town employees, Town authorities, contractors, developers, architects and other related professionals. Work is performed under the supervision of the Customer Service Manager but considerable leeway is granted for the exercise of independent judgment and initiative.

Essential Functions

The following functions are intended only as illustrations of the various types of work performed. The omission of the specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Provide a high quality service to internal staff and Town customers with a “how can I help” attitude and appearance.

Answer questions and assist customers in person, electronically, and by phone regarding submission of various applications to the Growth Management Department. Provide information related to all applications including but not limited to submittal requirements, review/inspection schedules, fees, process, and other relevant information.

Review applications for compliance with minimum submittal requirements, input data into application software system, and review completed applications for accuracy prior to release.

Verify contractor licensing for issuance of building permits.

Verify documentation required for inspection as received and ensure proper attachment in EnerGov software.

Scans application materials into EnerGov software including historical records for archiving purposes

Processes fee payments; reconcile daily receipts, maintaining accurate records for accounting purposes.

Processes all Town miscellaneous fee payments including fees for special events permits, rental of recreational facilities; election filings etc. Distributes facility rental keys to public as needed.

Maintain files and plan sets to be forwarded to County assessor as needed.

Receives, sorts, processes and distributes incoming and outgoing mail and packages.

Provide department administrative back-up for the preparation and distribution of agendas, minutes and packets for all Boards and Commissions.

Attend professional development workshops and conferences to keep abreast of trends and developments in the field of planning, zoning, building code administration and customer service.

Assist the Growth Management Director, Town Manager and Town Council with special projects, as assigned.

Perform emergency and disaster-related duties as assigned.

Perform other duties as apparent or assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Customer Service Representative

Knowledge, Skills and Abilities

Substantial knowledge of the residential and commercial building code administrative regulations;

Substantial knowledge of contractor licensing requirements;

Substantial knowledge of the business processes of the Town;

Substantial knowledge of standard office procedures;

Substantial knowledge of the operations of the Town's Growth Management Department;

Knowledge of theory, principles and practices of urban planning; general knowledge of community development programs, practices and procedures and municipal government related state and federal application processes;

Ability to deal with difficult people in a courteous and professional manner;

Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;

Be decisive and able to work under demanding conditions in a fast paced environment;

Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;

Ability to understand and follow oral and/or written policies, procedures, and instructions;

Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;

Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;

Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks including permit tracking software;

Ability to research and organize facts and prepare and present accurate and reliable reports containing findings and recommendations in a simple clearly written form;

Possess integrity, ingenuity, and inventiveness in the performance of assigned tasks;

Have considerable analytical ability needed to select, evaluate and interpret data from several sources;

Considerable tact, discretion and persuasion is needed when collaborating with customers, staff and the general public;

Have the ability to perform a wide variety of duties and responsibilities accurately and efficiently.

Education and Experience

Associates/Technical degree and moderate experience working in a construction related office or field, customer service environment, or equivalent combination of education and experience.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, reaching with hands and arms and lifting; work has no special vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g., business office with copy machines, telephones and/or computer printers, light traffic).

Special Requirements

Possession of an appropriate driver's license valid in the State of South Carolina.

Salary is negotiable based on experience. EOE. We offer excellent benefits and a great place to work.