



Operations Support Specialist (Building)

Class Code:
A675

HERNANDO COUNTY, FLORIDA BOCC
Established Date: Jun 20, 2022
Revision Date: Sep 18, 2023

SALARY RANGE

\$18.08 - \$23.50 Hourly
\$37,606.40 - \$48,880.00 Annually

CLASS CONCEPT:

This is a highly technical position that requires knowledge and understanding of the residential and commercial permitting process, as well as plan review procedures. Assists the Operations Manager with Administrative tasks. Coordinates gathering of technical data and public records requests. Prepares technical reports and organizes public records request responses. Processes electronic plan documents to prepare for permit issuance. Assists with plan review, permitting, licensing, and records management functions of the Division. Assists with technical issues and enters work orders as needed. Coordinates with Private Provider Inspection and Plan Review Services and maintains records. Coordinates and communicates with Property Appraiser's Office for updates on the website and the maintenance and upgrades on the permitting software. Maintains confidentiality of sensitive information. Demonstrates diplomacy in resolving customer concerns.

EXAMPLES OF DUTIES:

- Works closely with the Plan Review Staff to monitor permit review deadlines.
- Runs daily reports and monitors permit progress to ensure that State mandated deadlines are met by the reviewers and the applicants.
- Communicates with other departments and reviewing agencies regarding review deadlines, questions, permit holds and releases.
- Recommend and implement procedures to maintain and improve the efficiency of the Plan Review Process.
- Prepares detailed reports, spreadsheets, presentations, correspondence and documents as needed.
- Coordinates the gathering of public records request responses.
- Attends meetings, conference and functions, takes notes and prepares minutes as required.
- Assists with technical issues and enters work orders as needed.

- Inputs various data into computer-based software and assists with the maintenance and updates of the building permit software system.
- Accesses, inputs and retrieves information from a computer.
- Assists with Administrative tasks as needed.
- Provides training to existing staff on various computer based programs.
- Coordinates with Private Provider Inspection and Plan Review Services and maintains records accordingly.
- Performs job site visits to ensure Private Provider Services are complying with the State requirements.
- Monitors and maintains the Building Division website and works with the Property Appraiser's Office to design and update the website pages as necessary.
- Maintains Building Division's inventory.
- Regular attendance.
- Performs other reasonable related duties as assigned by immediate supervisor or other management personnel.

Emergency Response

County employees are required to report for work during a state of emergency and are subject to recall around the clock for emergency response operations which may include duties other than those specified in this job description.

TYPICAL QUALIFICATIONS:

Minimum Qualifications

- Graduation from an accredited college with a two (2) year degree in business, or a related field.
- Three (3) years of work experience involving responsible administrative/clerical duties including the operation of a personal computer. Two (2) years' experience working for a construction related organization.

Formal education may be waived with a minimum of five (5) years' experience in a responsible administrative position with a construction related organization.

Licenses, Certifications, or Registrations

- Ability to obtain a Notary Public commission within four (4) months of employment.
- Must possess and maintain a valid Florida Driver's License with a good driving record as defined by current insurance carrier.

Required Competencies

- Knowledge of business English, spelling and punctuation, in order to prepare documents and compose letters, etc.
- Knowledge of office practices and procedures.
- Ability to interpret contracts, rules and regulations.
- Knowledge of accounting processes.
- Knowledge of proper business telephone techniques and etiquette.
- Knowledge of the Department and its policies, procedures and practices.
- Ability to train employees.
- Ability to establish and maintain effective working relationships with employees and the public.
- Ability to input and retrieve information from a computer.
- Ability to effectively organize and maintain complex office file systems.
- Ability to communicate with the public, county staff, co-workers, and professional consultants, using speaking, hearing and visual skills.
- Skill in the operation of a PC, keyboard, and typewriter.

- Skill in proofreading and correcting documents for punctuation, spelling and grammatical errors.

SUPPLEMENTAL INFORMATION:

Physical Demands

- Acceptable eyesight (with or without correction), acceptable hearing (with or without hearing aid), ability to access, input and retrieve information from a computer, ability to access file cabinets for filing and retrieval of data, ability to sit at a desk and view a display screen for extended periods of time, ability to communicate both orally and in writing.

Environmental Conditions

- Work is performed primarily in an office environment working closely with others in occasional noisy office conditions, including computer and printer noises.

Pay Grade: 4

Hernando County Board of County Commissioners (BOCC) is an Equal Opportunity Employer and does not discriminate on the basis of sex, race, color, religion, gender, orientation, national origin, age, marital status, veteran status, genetic information, pregnancy, disability, or any other protected characteristic as defined by law.

Hernando County is a Drug-Free workplace. All employees are subject to drug testing in accordance with Federal and Florida State Law.

Applicants requiring reasonable accommodations as defined by the Americans with Disabilities Act, must provide notification to the BOCC in advance to allow sufficient time to provide an accommodation.