

BUILDING SERVICES SPECIALIST

Job Code	Pay Grade
10282	CL10

Nature of Work

This is technical and paraprofessional work and with heavy public contacts and responsibility for representing customer and building services public relations concerns of Pinellas County in construction permitting support services. An incumbent at this level possesses and applies the full range of core building services competencies and office support processes. Tasks require continuous public and interoffice contacts with building permit applicants and staff on inter-department and inter-agency building, electrical, mechanical and plumbing/gas, public safety, environment and miscellaneous code requirements or considerations. The incumbent coordinates and supports the general and overall combination of business office processes that support the issuance of construction permits. An incumbent is responsible for assisting customers to initiate and process relevant forms, updating licensure, scheduling/cancelling inspections, interacting with Pinellas County Construction Licensing Board (PCCLB) and State of Florida agencies, processing payments, extending and reinstating permits, troubleshooting issues, quality control, maintenance of the Pinellas County Building Code Books, after hours and municipal inspections coordination, printing out inspection cards and entering results for contractor inspectors, accessing Property Appraiser's website data base for jurisdictional locator, applying construction industry terminology/building program requirements and applying advanced customer phone skills. The position duties require interpretation of multiple guidelines or procedures and resolution of complex problems. The position may also perform as custodian and quality control tasks for permit records and related documents. Work differs from the trainee, development, or lower level positions since the incumbent exercises independence and finality of action for predefined subject matter functional areas. Incumbent refers difficult analysis, technical policy or unprecedented procedural questions to a more senior staff for resolution. The position reports to a supervisor or designee.

Minimum Qualification Requirements

- 3 years of highly technical administrative experience performing assignments directly related to building permit support (or intra-agency building permit support coordination or problem solving on building permit support administrative issues) in a heavy customer service public contact work environment; plus demonstrated experience in a broad range of administrative support, computer applications, math, and use of office equipment; or
- 2 years of college, trade school, or vocational training plus 1 year experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignments to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Communicates with customers and applicants for construction permitting support services.
- Interprets and explains policies and regulations accurately and tactfully to the public.
- Reviews and enters information submitted through sub-contractor and authorized agent(s) forms.
- Validates and updates information relevant to contractor licensure (Includes contact with PCCLB and other State of Florida contacts).
- Schedules inspections.
- Performs permit extensions and reinstatements.
- Handles after hours and municipal inspections coordination.

BUILDING SERVICES SPECIALIST (continued)

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Illustrative Tasks (continued)

- Processes payments and issues receipts, balances daily receipts, as well as completes deposit slips and daily reports.
- Refers customers' questions to technical and professional staff responsible for subject matter reviews.
- Applies building terminology and department system requirements.
- Executes measures to identify and resolve inner-departmental quality control issues.
- Updates Pinellas County Building Code Books for department director.
- Prints out contract inspection schedules and enters results when received.
- Regulates and orders supply requests (requires assignments of Purchase Card (P-Card)).
- Facilitates numerous daily, weekly, and other periodic reports.
- Completes certifications when all criteria are met for power releases, certificates of occupancy and certificates of completion.
- Supplements issued permits for electrical and mechanical trades.
- Arranges department staff meetings to include scheduling, agenda and booking of speakers.
- Answers pre-application and site plan meeting lines; schedules meetings for customers and appropriate staff.
- Assists managers and supervisors in training and development of new or lower level staff.
- Documents complaints and violations and investigates identified issues and prepares Court Citations.
- Coordinates telephone and office facilities requests and takes action on assigned Risk Management issues.
- Responds to requests and inquiries regarding permit records and documents.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of Pinellas County's common building, electrical, plumbing, gas, mechanical, and other code requirements.
- Knowledge of Business English, arithmetic, and spelling.
- Knowledge of permit record processes, procedures, and regulations.
- Knowledge of various sources, platforms and delivery methods of permit records and documents.
- Ability to apply computer applications and software.
- Ability to meet the public using tact, communication skills, and job knowledge to assist and answer technical inquiries.
- Ability to explain common building codes and requirements for construction permitting support services, both in person and by telephone and ability to maintain clear and accurate records.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports.
- Ability to perform mathematical computations, analyze data, and prepare reports based on findings, and communicate technical information, orally or in writing, in a manner understandable to contractors, consultants, superiors, staff personnel, and the general public.
- Ability to establish and maintain effective working relationships with community, superiors, fellow employees, and the general public.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified