

Vacancy Announcement

Job Title: Staff Assistant IV- Permitting

Posting Dates: Until Filled

Work Location: LaBelle, Florida

Purpose of Job:

Performs a wide variety of duties primarily related to customer service, permit intake, and other administrative functions.

Main Duties and Responsibilities:

Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.

Thoroughly and efficiently gather customer information, access and fulfill customer needs, educate the customer where applicable and document interactions through contact tracking.

Provide quality service and support in a variety of areas including, but not limited to: permitting, zoning, code enforcement and contractor licensing.

Maintain a balance between company policy and customer benefit in decision making.

Handles issues in the best interest of both customer and the County.

Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience.

Provides timely feedback to staff regarding customer concerns.

Intakes and reviews applications for completeness.

Routes applications and request to the appropriate departments

Services public request for various licenses

Resolves complaints and problems by interpreting departmental policies and regulations.

Ensures and provides quality service to both internal and external customers

Analyzes and organizes operations and procedures such as bookkeeping, personnel, information management, filing systems, and other clerical services.

Responsible for compilation of periodical reports for state, federal or other agencies

Assist with notarizing documents for the public.

Secondary Duties and Responsibilities:

Responds to work during a declared state of disaster.

Education:

High School Diploma or GED and two (2) years experience in direct customer service. Requires Florida Drivers License with acceptable driving record. Bi-lingual preferred, but not required.

Hours of Work

Monday through Friday, 8:00 am to 5:00 pm, primarily in LaBelle, but also in Clewiston.

Overtime may be required

Starting Range:

Pay range is \$12.26 to 14.52 per hour. Pay depends on skills and qualifications.

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This is a full-time position that includes County medical benefits and State Retirement.

To Apply:

Submit a completed Hendry County BOCC Application, Applicant Survey, and Veteran's Preference Form to:

Audelia Bustamante
Hendry County BOCC
PO Box 2340
LaBelle, FL 33975
(Physical address: 640 S. Main Street)
Telephone: 863-675-5352
Fax: 863-674-4195
<http://www.hendryfla.net>
audelia.bustamante@hendryfla.net

HENDRY COUNTY B.O.C.C. IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF
DISABILITY IN HIRING OR EMPLOYMENT PRACTICES

HENDRY COUNTY B.O.C.C. IS A DRUG FREE WORKPLACE

PREFERENCE IN APPOINTMENT WILL BE GIVEN TO ELIGIBLE VETERANS AND FAMILY MEMBERS

HENDRY COUNTY PARTICIPATES IN THE E-VERIFY PROGRAM

HENDRY COUNTY WILL GENERALLY, UPON REQUEST, PROVIDES APPROPRIATE AIDS AND SERVICES FOR QUALIFIED
PERSONS WITH DISABILITIES SO THEY CAN PARTICIPATE IN THE APPLICATION AND SELECTION PROCESS. CONTACT THE
HR DIRECTOR AT THE NUMBER AND ADDRESS ABOVE FOR ASSISTANCE