State College of Florida, Manatee-Sarasota
Job Description

Job Title: Specialist, Customer Service/Permitting
Reports to: Assistant Director of Facilities
FLSA Status: Non-exempt
Level: 115
Position Class:

Job Summary:
Serves as Facilities Department customer service desk operator. Radio dispatches trades workers for urgent and emergency trouble calls. Creates and maintains computer based records for all Facilities work. Provides staff assistant and responsible clerical support to Assistant Director and Director, Facilities Department.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Receives customer trouble calls and radio dispatches maintenance personnel for urgent and emergency maintenance problems. Routes routine work requirements into proper channels for accomplishment and provides information to callers.

2. Creates and maintains computer records for: Florida Building Code permits on all maintenance, renovation and remodel contracted projects; Recurring Maintenance Program; customer work requests; vehicle reservation requests and usage; and all in-house work.

3. Creates and provides statistical reports to Director and Facilities staff detailing information on: Florida Building Code permits on all maintenance, renovation and remodel contracted projects; Recurring Maintenance Program; customer work requests; vehicle reservation requests and usage; and all in-house Facilities work.

4. Creates and provides statistical reports to Director on water, sewer, natural gas and electricity for utility use analysis routinely on a monthly basis and special projects as required through advanced Excel spreadsheets and graphing.

5. Maintains and programs Bradenton and Venice Campuses electronic signs. Troubleshoots problems when they arise and work with vendors to resolve.
6. Maintains records of tracking documents (permits) from plans review phase, fire inspection review, construction inspections, through change of occupancy inspection documents on each capital improvement and PECO project. Performs similar tracking for maintenance by Trades workers and contractors.

7. Prepares annual report on Banner software system for Florida Community College Building & Room Inventory Reporting. Maintains database for this inventory which also supports classroom scheduling.

8. Operates Key Wizard relational database software to create and maintain an automated campus key control system. Controls Marlok key system inventory, software, downloading and troubleshooting for Building security on a notebook computer system with Marlok Software, and the functioning of the Marlok controller board for door lock mechanical functions.

9. Maintains web page for Department.

10. Locates parts and supplies and obtains quotes via phone, internet and or fax.

11. Provides staff assistant support to the Director and Assistant Director including greeting visitors, answering the telephone, record keeping, and assisting in preparation of budget.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Associates degree or equivalent from two-year college or technical school and 2 or more year’s related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.

- **Language Ability:**
  Ability to read and understand basic instruction, short correspondences, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one conversations over the phone and in small group situations to customers, clients, and other employees of the College.

- **Math Ability:**
  Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
• **Reasoning Ability:**
  Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram/chart form. Ability to deal with problems involving several concrete variables in standardized situations.

• **Computer Skills:**
  Possess basic knowledge of MS Word and internet software; intermediate knowledge of MS operating system, spreadsheet, and web site development software; advanced knowledge and understanding of maintenance software systems; and ability to learn and use additional database software.

• **Certificates and Licenses:**
  No certifications needed.

**Responsibility for People and Property:**
Responsible for maintaining departmental budget for Fund I under the oversight of the Department’s Budget Analyst.

**Responsibility for Communication:**

• **Internal Contacts:**
  This position has frequent contact with State College of Florida, Manatee-Sarasota staff.

• **External Contacts:**
  This position has routine contact with visitors, contractors, and/or vendors.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities include color vision, close vision, and the ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:
1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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