



COMMUNITY DEVELOPMENT SPECIALIST

FLSA: Non-Exempt
Job Status: Full Time
Department: Community Development Department
Salary: \$38,480 to \$48,880 annually
Reports to: Town Clerk

Summary/Objective:

The Community Development Specialist performs customer service, administrative and technical work processing business tax receipts, community-related permits, building permits, contractor registrations, and planning and zoning reviews. The Community Development Specialist must be able to exercise considerable judgment and initiative in the performance of daily tasks.

Essential Duties and Responsibilities:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Customer Service

- Receive and respond to inquiries, concerns and complaints from the public, other Town departments, and agencies over the phone, by email, and at the front counter

Document and File Management

- Maintain permit files
- Respond to public records requests related to the Community Development Department
- Process lien requests
- Follow record retention and digitize records for the Community Development Department

Electronic Building Permits

- Provide information to developers, contractors, and the general public on procedures, electronic permit application submittal requirements, fees, and flood zone elevations
- Review and process electronic building permit applications for accuracy and completeness
- Identify and communicate missing documentation or issues to applicants
- Verify contractor licenses and insurance
- Work closely with the Building Official on permit issues
- Schedule inspections and records inspection results
- Prepare permits for issuance and collect permit fees
- Prepare report to State, County and Town Council

Community-Related Permits

- Review and process community-related permits such as alarm, boat ramp, tennis court, garage sale permits and solicitation permits for accuracy and completeness
- Prepare, mail and process annual renewals

Business Tax Receipt

- Review and process business tax receipt applications
- Provide zoning approval for issuance of County business tax receipts
- Prepare and issue business tax receipts
- Prepare and mail renewals and delinquent notices
- Prepare notices to appear before the Code Enforcement Board for delinquent receipts
- Maintain business tax receipt records

Land Use

- Assists residents applying for Land Use Licenses
- Coordinates land use reviews with Town Engineer
- Prepare Land Use Agreements for Town Council approval
- E-record land use licenses with the Clerk of Court
- Maintain records of all Land Use Licenses and insurance certificates

Planning and Zoning

- Provide information to applicants on the procedure and requirements for submitting administrative review, special exception and variance requests, and review submittals

Floodplain Management Program Coordination and Building Code Effectiveness Grading

- Assist and participate in the National Flood Insurance Program's Community Rating System
- Oversee credit earning activities and the Town's continued efforts for annual certification
- Document and maintain accurate records for the Community Rating System
- Attend local Community Rating System meetings
- Obtain and/or create appropriate public information for community publication and the Town website
- Compile information for Building Code Effectiveness Grade Reports

Additional Job Functions:

- Process utilities customer payments as needed
- Perform general/clerical tasks such as typing documents
- Process Park/Pavilion Rental Applications, as needed
- Perform notary public services for Town residents and customers
- Attend mandatory meetings and/or trainings
- Perform other related duties as required

Knowledge Skills and Abilities:

Knowledge of bill collection methods and procedures. Skilled in effectively assisting customers. Ability to provide courteous customer service and communicate clearly and concisely, both orally and in writing. Requires a good knowledge of office practices and procedures including filing and intricate

record keeping. Requires a demonstrated ability to effectively utilize personal computer and office software such as Microsoft Word, Excel, Outlook, and Adobe Acrobat Pro. Preference given for a working knowledge of Munis, IMS, MyGovernmentOnline, and Tyler Cashiering. Ability to enter and retrieve data accurately into the Town databases. Ability to establish and maintain effective working relationships with employees and the general public. Ability to manage and prioritize routine tasks. Ability to adapt to an evolving and continually improving environment. Punctuality and regular attendance are essential functions of this position.

Education and Experience:

- High School diploma/GED or possession of an acceptable equivalency diploma
- Preference given for college degree
- Two (2) years of professional, verifiable general office experience

Minimum and Preferred Qualifications to Perform Essential Functions:

- Requires the ability to review, compare and/or analyze data
- Requires efficient knowledge of Microsoft Excel, Word, Outlook, and Adobe Acrobat Pro
- Ability to create a variety of correspondence with accuracy
- Requires the ability to add, subtract, multiply and divide

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. The work environment characteristics described 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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel, or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to walk and stand. The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by this job include close vision and the ability to adjust focus. Ability to sit at a desk and view a display screen for extended periods of time. Ability to enter data at a prescribed rate of speed. Ability to access, input and retrieve information from a computer.

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.

Work is generally performed inside an office environment with a quiet noise level. Tasks are commonly performed without exposure to adverse environmental conditions, i.e. Dirt, cold, rain, fumes.

Special Requirements:

- Serves as essential personnel during town events, natural or man-made disasters, and emergencies
- Be a Notary Public, or able to acquire, within 90 days of employment

- Be a certified permit technician or have the ability to obtain the certification within two years of employment

The Town of Lake Clarke Shores, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The Town values the service veterans and their family members have given to our country and supports the hiring of returning service members and military spouses.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Other duties may be required and assigned.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

This job description has been updated and approved on August 14, 2023.

The employee's signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____

Date: _____