

COOPER CITY, FLORIDA
JOB and CLASS DESCRIPTION

CLASSIFICATION TITLE: SENIOR ADMINISTRATIVE SPECIALIST

JOB TITLE: Building/Local Business Tax Senior Administrative Specialist

Reports To: Community Development Admin. Coordinator

Pay Grade: 14

FLSA STATUS: Non-exempt

GENERAL DESCRIPTION OF DUTIES

Under general direction of the Community Development Coordinator, provides highly responsible advanced administrative support for an assigned department or division of the City. Employees in this classification are responsible for administrative duties that support efficient operations, quality customer service, and continued workflow for area of assignment. Work includes the ability to multi-task in a fast paced environment. Includes considerable exercise of independent judgment and initiative in responding to and resolving internal and external customer service issues.

SPECIFIC DUTIES AND RESPONSIBILITIES FOR THIS POSITION

ESSENTIAL JOB FUNCTIONS

This list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this job class, with additional description as to specific functions for which this opening is intended to be filled. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position or classification.

- Under the general direction of the Community Development Coordinator, provides highly responsible advanced administrative processes with a focus on Business Tax Administration for the qualifying, creation, implementation and scheduling of related building permits and inspections.
- Creates and establishes procedures, forms, and filing systems to improve efficiency in administrative operations specific to the Building Division and Business Tax processes of the Community Development Department.
- Updates permit records.
- Responds to inquiries from the general public regarding Business Tax requirements, permit inspections and public records requests.
- Reviews and processes Business Tax applications (new, renewals, transfers, additional professionals, etc.) for compliance with City, state federal requirements.
- Develops and maintains amicable and cooperative relations with the Cooper City business community.
- Interfaces directly with the Fire Marshall, Building Official and Chief Structural Inspector with regard to occupational uses of commercial businesses in commercial structures, specifically Certificates of Occupancy and Change of Use permits where applicable.
- Interfaces and coordinates with all Building Division disciplines and technical processes regarding the requirement of applicable permits for related construction.

- Coordinates with the Planning and Zoning Division regarding relevant zoning use approvals, variances, conditional use requirements, limitations and applicable inspections.
- Interfaces directly with Code Enforcement with regard to commercial business operations, permit requirements and code violations as they relate to the operation and occupancy of businesses in Cooper City.
- Interfaces directly with state agencies and professional industry associations regarding professional licensure, Business Tax standards, requirements, limitations and general issuance.
- Issues renewals and delinquent notices for Business Tax Receipts and Annual Fire Inspection Fees and performs limited collection-related activity related to unpaid fees.
- Assists in the development of new and/or revised procedures to simplify and improve forms and services rendered as related to Business Tax Receipting and Collection, Building and Fire Pre-Inspections, Certificates of Occupancy, Change of Use Permits, Zoning Certificates of Use and other applicable processes.
- Performs advanced administrative support duties in maintaining complex records and documentation for the functional areas of responsibility.
- Assists in the review and modification of City ordinances pertaining to local Business Tax Receipts and related inspections.
- Generates and prepares complex departmental reports according to prescribed schedules and regulatory reporting requirements, e.g., weekly, monthly, quarterly, annually.
- Generates moderately complex correspondence and related communications documentation; ensures adherence to prescribed standards of business English, grammar, and diction.
- Maintains and adheres to applicable schedules for stake-holder appointments, inspections, renewals, notifications and other related operations; ensures efficient coordination of inter-departmental activities and projects.
- Performs moderately complex accounts maintenance activities specific to area of assignment, e.g., processing fees and payments, calculating fees/charges.
- Performs research involving independent judgment and initiative for the purpose of resolving or addressing operational matters applicable to areas of responsibility.
- Assists the Department Direct and Coordinator in the coordination and execution of Business-Community-Related events, expos, fairs, etc.
- Assists the Department Director and Coordinator in providing administrative assistance to the Business Advisory Board.

KNOWLEDGE, SKILLS, & ABILITIES

- Ability to communicate effectively in both oral and written formats in English, exercising customer service principles with professionalism, courtesy and an emphasis on congeniality.
- Ability to process tasks associated with sensitive or confidential issues, exercising appropriate discretion in all communication matters.
- Ability to exercise effective public relations while explaining and enforcing regulations courteously.
- Ability to work independently when investigating and/or verifying businesses and professionals operating within the City of Cooper City.
- Ability to establish and maintain effective working relationships with all City departments and personnel.
- Ability to organize large volumes of data.

- Knowledge of the use and operation of modern office technologies, e.g., wide format scanners, photocopiers, personal computers, calculators.
- Knowledge of use and application of standard computer software packages.
- Ability to accurately apply mathematical operations and cash receipting related functions.
- Ability to multi-task in various areas of administrative support in a fast paced environment.
- Ability to respond to, research, develop, and recommend effective solutions to a wide variety of complex issues applicable to functional areas of responsibility.

EDUCATION & EXPERIENCE

High school diploma or general equivalency; with four (4) to five (5) years progressively responsible administrative support experience in a customer service environment that provides broad working knowledge of management/operations support principles and practices, with demonstrated advanced skills in the use and application of standard computer technologies (word processors and spreadsheets); or an equivalent combination of education, training, and experience.

NECESSARY SPECIAL QUALIFICATION

- Completion of the FS 205 class, passing a written test on Chapter 205 of the Florida Statutes as administered through the Florida Association of Business Tax Officials within one (1) year of hire.
- Ability to become a Certified Business Tax Official (CBTO) within two (2) years of hire.
- Must obtain (2) FAU/IOG Certificates of completion indicating attendance at a minimum of two (2) entire FABTO state conferences, within (3) years of hire.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

Acknowledgement:

Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. Employee is expected to adhere to all policies.

Signature: _____ Date: _____

The City of Cooper City, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Commission Approved _____