

Open to the Public
January 5 – 19, 2018

Engineering Customer Service Coordinator

Primary Duties:

This position is responsible for processing permit applications, obtaining approvals from all city staff as required by ordinances, issuing permits and City-owned property reservations. Provides administrative support to the Engineering, Parks and Stormwater Bureaus.

Salary: \$20.07 per hour

Work Schedule:

40 hours per week
Monday – Friday; 8:30 AM to 5:00 PM

Education, Training and Experience:

- Graduation from High School or completion of a GED is required.
- At least four (4) years of progressively responsible experience in a construction or engineering related business office or comparable environment are required.

Licenses and Certificates

- Possession of a valid Pennsylvania State Driver's License is required.

Applications will be accepted until 5:00 PM on Tuesday, January 19, 2018.

The City Job Application and full job description are available at www.cityoflanasterpa.com/city-job-listings

The City of Lancaster is an Equal Opportunity Employer

**City of Lancaster
Job Description**



Job Title:	Engineering Customer Service Coordinator	Job Code: 6451
Department:	Multiple	FLSA: Non-Exempt
Job Grade:	32- Bargaining	Effective Date: 12/2017
Reports To:	Bureau Chief or Department Director	Revision Dates:

Primary Function

This position is responsible for processing permit applications, obtaining approvals from all city staff as required by ordinances, issuing permits and City-owned property reservations. Provides administrative support to the Engineering, Parks and Stormwater Bureaus

Principle Duties & Responsibilities

- Follows safe practices in the performance of duties.
- Interacts with the public and contractors seeking permits.
- Processes completed permit applications including performing permit fee calculations.
- Coordinates contact with appropriate staff members for public inquiries.
- Issues minor permits.
- Responsible for generating monthly Lucity reports for each Public Works Bureau.
- Responsible for handling and processing cash and checks.
- Performs scheduling of inspections and meetings for inspectors.
- Composes and types reports, correspondence and documents as requested by Engineering, Parks, and Stormwater staff.
- Typing of violation notices to property owners and contractors as directed by the staff.
- Orders and maintains adequate office supplies.
- Completing vouchers for payment as directed by the staff.
- Develops and maintains tracking software program for departmental services such as permit issuance and property rentals.
- Reserves City-owned property rental requests for customers; maintains records.
- Maintains and creates web content relevant to departmental functions for Engineering, Parks and Stormwater Bureaus.
- Processes departmental timekeeping records; reviews and prepares for management signature.
- Maintains and reconciles budget information.
- Creates presentations, special reports and compiles data as required.
- Monitors Bureau Chiefs and/or Department Directors calendars.
- May be assigned the task of recording meeting minutes for boards or commissions as needed.
- Answers departmental telephones; screens telephone calls; records and communicates messages. Assists in covering phone lines for various Departments/Bureaus when department personnel are not available and when absence of other administrative staff requires phones to be transferred to this coordinator.

Position Qualifications

Knowledge, Skills and Abilities

- Proven proficiency in knowledge, understanding and application of the Microsoft suite of tools (Word, Powerpoint, Excel, and Outlook) is required.
- Knowledge of construction processes and basic construction terminology.
- Ability to communicate, verbally and written, in a clear, concise and meaningful manner.
- Ability to understand the Department of Public Works Policies and Procedures, including those that are technical in nature, and to communicate this information to customers in a helpful manner.
- Proven ability to perform data entry and retrieval is required. Ability to produce reports from databases is required, including the development of excel spreadsheets.
- Ability to withstand unpleasant situations, including verbal confrontations, from customers without losing composure.
- Must be committed to the City's Department of Public Works to carry out and communicate policies of the City regardless of personal opinions.

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- Proven ability to:
 - Commit to excellence in service and to continuous improvement
 - Work as part of a team and to collaborate successfully with others
 - Adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
 - Exhibit customer-centered behaviors and to focus on customer needs
 - Work independently with little direction and supervision
 - Work well under pressure and to maintain positive interactions
 - Maintain records, to organize data and to prepare reports
 - Multi-task
 - Maintain strict confidentiality of all issues and information
 - Use tact and discretion when dealing with highly sensitive information
 - Read, write, speak and comprehend English is required; proficiency in Spanish is strongly preferred

Education, Training and Experience

- Graduation from High School or completion of a GED is required.
- At least four (4) years of progressively responsible experience in a construction or engineering related business office or comparable environment are required.

Licenses and Certificates

- Possession of a valid Pennsylvania State Driver's License is required.

Environmental Conditions

- Indoors, Environmentally Controlled.

Safety Equipment Used or Needed

- None

Comments

- Lifts up to 25 lbs.
- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.
- **Testing of Microsoft Office software knowledge is required.**