



The City Beautiful

City of Coral Gables Job Description

Job Title: Ombudsman for Residents
& Small Businesses

Prepared Date: 05/2015
Approved By: HR/CM

Department: City Manager

Classification: 0076

Pay grade: 21E

FLSA: Exempt



Summary

Serves as a key member of the City Manager's Office. Chiefly responsible for advising and guiding the small businesses and residents in Building, Planning and Zoning, Code Enforcement, and Public Works matters.

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.

This position works in an area having intensive customer support requiring a strong desire to serve the public in a friendly, enthusiastic and professional manner. Establishes and maintains effective working relationships with work group, contractors, developers, architects, engineers, owners, and the general public while performing the following duties to provide a high level of customer service.

Assists residents and small business owners in navigating the Development Services Department and other departments including, but not limited to, permitting, issues of design professional/contractors, inspections, occupational licensing, code enforcement issues, and use of Eden system.

Provides information to members of the public/permit applicants regarding permit requirements, inspection, and general requirements of the permit process; obtains general information from customers regarding permitting needs, assists the public in completing building permit applications; responds to telephone inquiries, regarding permits, permit processes, building codes, and other related ordinances and local laws.

Makes recommendations for the development of practical, efficient and effective solutions to expedite City services.

Assists, interviews, and obtains information from customers in order to determine their needs; obtains technical and code information from customers regarding permitting needs; informs customers of special requirements and special problem areas such as fire hazard areas and flood zones.

Recommends changes to processes and procedures by analyzing permitting system; develops, recommends and implements approved permit system changes to make the processes more efficient and effective. Assures that policies and procedures are followed in the receipt, routing and processing of permit applications.

Researches problems and complaints regarding small businesses and residential building permits.

Assists in the resolution of customer service issues, either personally, by telephone or in writing. Maintains records and documents of customer service issues and resolutions.

Examines causes of customers disputes and initiates corrective action with management to improve customer relations.

Serves as a liaison between different departments, resolves and responds to citizens' concerns and attends community and professional association meetings at the directions of the City Manager.

Serves as liaison to consumer regulatory agencies to build consensus and strengthen rapport in support of strategic direction, mission and goals

Knowledge, Skills, and Abilities

Ability to understand and follow oral and written instructions.

Extensive knowledge of standard office practice, procedure, equipment and secretarial techniques.

Considerable knowledge of the City's codes and provisions.

Thorough knowledge of business English, spelling and arithmetic.

Thorough knowledge of organization and functions of the City government and of general administrative policies and practices.

Ability to keep involved office records and to prepare accurate reports from the file sources.

Ability to research files to determine status and conditions

Ability to type accurately and at a reasonable rate of speed.

Ability to prepare effective correspondence on routine matters and to perform routine office management details without referral to the supervisor.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use hands to fingers, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copies and fax machines. Work is predominately indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 20 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Education and Experience

High school diploma or equivalent.

Minimum twenty (20) years of experience working in local government primarily handling plans processing, code enforcement and related duties.

Generals contractor's license desired.

Certified Building Inspector desired.