

August 30, 2010

Return All Hernando County Board of County Commissioners Applications to:

Human Resources Department
20 North Main Street, Room 264
Brooksville, Florida 34601

****COMING SOON****

WATCH FOR OUR NEW ON-LINE APPLICATION IN SEPTEMBER

POSITIONS CURRENTLY AVAILABLE

Job Title	Job #	Dept	Status	Salary Range	Posted	Closing Date
Customer Service Tech I	A620	Community Services	F/T	\$11.32 - \$14.78	08/30/10	09/07/10

HCFR APPLICATION PROCESS

The Hernando County Fire Rescue Department (HCFR) offers full testing services for the positions of Firefighter/EMT and Firefighter/Paramedic through National Testing Network, Inc. You must complete both the entry level test and CPAT test to be considered for employment. To schedule a test, go to www.nationaltestingnetwork.com, select Fire and sign up for the HCFR Department.

What to expect at the www.nationaltestingnetwork.com website:

- Completion of the application process
- Review all information related to the HCFR Department firefighter position, including minimum requirements, salary and benefits.
- Detailed information about the testing process for both the entry level test and CPAT testing.
- Opportunity to take online practice tests at www.fireteamtest.com.
- Schedule your own convenient test time. Tests are offered multiple times a week, including Saturdays.
- Take high quality job simulation tests in a standardized, fair testing environment.

Upon completion of the entry level exam and CPAT testing, all candidate scores are automatically forwarded to the HCFR Department. Candidates who attain a passing score on both the entry level exam and the physical abilities test will be placed on the department's eligibility list. The HCFR Department will contact candidates on the list and will invite them to continue to participate in other stages of the department selection process.

IT IS NOT NECESSARY TO COMPLETE AN EMPLOYMENT APPLICATION UNTIL YOU HAVE BEEN CONTACTED FOR AN INTERVIEW.

National Testing Network is a service provided to conduct entry level testing and CPAT testing in a standardized, professional environment. National Testing Network does not replace the HCFR Department's responsibility and decision making in the testing process. All candidate results are provided to the HCFR Department where the final decisions are made.

STATUS OF PREVIOUSLY POSTED POSITIONS

Job Title	Job #	Department	Status
Storekeeper II	S816	Environmental Services	Position Filled
Electrical Inspector	O118	Development Services	Position Filled
Plumbing Inspector	O135	Development Services	Background Pending

CAREER CENTRAL

All Hernando County Board of County Commissioner position vacancies are listed with:

7361 Forest Oaks Boulevard
Spring Hill, Florida 34606
(352) 200-3020 * (352) 200-3047 Fax
www.careercentral.jobs

POSITIONS OPEN AT ELECTED OFFICES AND CITY OF BROOKSVILLE

HERNANDO COUNTY CLERK OF CIRCUIT COURT

Please send cover letter and resume to:

Judy Korbus
Hernando County Clerk of Circuit Court
20 North Main Street, Room 131, Brooksville, Florida 34601
[Clerk of Circuit Court Employment Opportunities](#)

HERNANDO COUNTY TAX COLLECTOR

Please contact the Tax Collector for an employment application or go to
<http://www.hernandocounty.us/tc/>

Hernando County Tax Collector
20 North Main Street, Room 112, Brooksville, Florida 34601
tc@co.hernando.fl.us

Applicants must use the Tax Collector's Employment Applications.
Applications may not be faxed.

Job Title	Job #	Dept	Status	Salary Range	Posted	Closing Date
Customer Service Representative	N/A	Tax Collector	F/T	\$9.70 - \$15.66	08/23/10	09/01/10

HERNANDO COUNTY PROPERTY APPRAISER

Please click on <http://www.hernandocounty.us/pa/forms/Employapp.pdf> to obtain an application online or you can obtain one in person at one of the following locations:

Brooksville Office
20 N. Main Street, Room 463, Brooksville, Florida 34601

Westside Office
7525 Forest Oaks Boulevard, Spring Hill, FL 34606-2400

**Applicants must use the Property Appraiser's Office applications.
Applications for employment are accepted only when there is an open position.
Applications may not be faxed.**

[Hernando County Property Appraiser Web Page](#)

HERNAND COUNTY SHERIFF'S OFFICE JOB OPPORTUNITIES

[Sheriff's Office Employment Web Page](#)

CITY OF BROOKSVILLE JOB OPPORTUNITIES

[City of Brooksville Web Page](#)

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**HERNANDO COUNTY BOARD OF COUNTY COMMISSIONERS
JOB DESCRIPTION**

Job Title	Customer Services Technician I	Pay Grade	109	Class Code	A620
Department	Code & Animal Services	Salary Range	\$11.32 - \$20.17		Hourly
Division	Community Services	FLSA	Non-Exempt		
Reports to	Administrative Assistant	Revision	April 2010		
Bargaining Unit:	Teamsters Local 79				

GENERAL DESCRIPTION:

Perform all duties relating to customer service, including greeting customers, agency employees and government officials, answering telephones, receipt of cash payments, service requests, customer information including mailings and compiling data, referrals to other agencies, researches records to provide information to management and other agencies, and other duties as assigned by management.

ESSENTIAL JOB FUNCTIONS:

General Functions:

- Assists in a friendly and efficient way by greeting customers, agency employees, and government officials and aiding them in resolving issues in a satisfactory manner.
- Received a high volume of calls daily. Determines which calls can be handled personally and forwards other calls to the appropriate individuals or departments.
- Greets a high volume of incoming office visitors and determines if they can be handled personally or directs customer to the appropriate area.
- Provides code enforcement and animal services information to the public. Educates citizens and attempts to resolve related problems and issues.
- Provides data reports requested by citizens, Code Enforcement Officers, and other agencies.
- Provides the public with accurate referrals to proper agencies upon request.
- Assumes the role of liaison between customer and field officers, kennel staff, management and other agencies when communicating information pertinent to specific cases.
- Interacts with other agencies in giving and receiving information relevant to cases and follows up as needed by mailing or faxing necessary information.
- Compiles and revises correspondence to customers for accuracy, prepares mailings and responses to customer, prepares files copies of all correspondence, prepares mailing envelopes, ensures proper and timely mailing of correspondence.
- Updates complaint on a daily basis with information provided by other personnel.
- Maintains filing systems for all service requests received, permit, correspondence and other files. Prepares, maintains and updates a variety of office files daily.

- Accurately records and properly processes all customer service requests. Properly documents all adjustments to standard operating procedures or to officers' instructions on a particular case.
- Assists Officers with investigations pertinent to unusual cases.
- Works closely with Development Department staff, researching, permitting information, and placing fines for work performed without a permit.
- Responds immediately to personnel calling into office on the radio or by phone and retrieve computer data to respond to Officer inquiries. Takes immediate action to protect the safety of staff in the field by dispatching other officers or requesting law enforcement assistance.
- Processes all types of licenses and permits, including collecting payments, issuing receipts, and issuing permits.
- Accepts payments from customers and other agencies. Processes and collects funds for all code enforcement, animal services, and special master fees and fines. Accurately provides cash receipts and correctly makes change for customers.
- Maintains and balances assigned cash drawer against payments and daily receipts for deposit. Assures necessary allocation of bills and change required for next business day. Prepares bag deposit and secures in safe at the close of business.
- Collects and processes payments and proof of compliance from citizens issued Notices to Appear. Forwards information to correct officer and to other staff as needed.
- Researches past service requests to determine if there is a previous history relevant to a new service request.
- Processes surrender statements for animals turned into the shelter and creates kennel cards for animal cages. Conducts research through all available methods to attempt to locate owners of stray animals.
- Screens potential adopters through the use of adoption applications and computer background searches. Reviews adoption contracts with customer and processes contracts. Collects adoption fees from customers. Monitors all adoptions to ensure that animals and paperwork are delivered to veterinarians on time. Conducts follow-up to ensure that all animals that were not sterilized at the time of adoption are done at the proper time. Dispatches officer to contact adopters that fail to respond.
- Processes animal redemptions. Researches past history of animals and owners. Checks for current rabies vaccinations and county animal licenses on all animals being returned to owners. Issues Notices to Appear to animal owners for violations of county ordinances and state statutes. Collects impound and board fees from owners.
- Check email daily and responds to email from citizens on a daily basis. Checks and responds to voicemail on a daily basis.
- Opens and closes business office daily, per Standard Operating Procedures: Remove call forwarding from incoming telephone lines and takes messages from answering service, sets call forwarding on telephone lines at close of business and secures customer service lobby and work area for the night in accordance with Standard Operating Procedures.

- Enters data into the computer and retrieves it as necessary.
- Regular attendance.

JOB STANDARDS:

Education	High school graduate or equivalent (GED).
Experience	Two (2) years experience in duties involving frequent public contact and/or secretarial work and/or work in a public service field. A college degree may be substituted on a year for year bases for the required experience.
Skills	Ability to type 40 wpm.
Licenses, Certifications or Registrations	Notary public within six (6) months of employment. Satisfactorily complete other training as required by management.

EQUIPMENT USED

Computer, typewriter, facsimile, copy machine, printer, scanner, two-way dispatch radio, ten key calculator, multi-line phone system and credit card machine.

CRITICAL EXPERTISE TO PERFORM ESSENTIAL FUNCTIONS

- Knowledge of standard office practices and procedures. Prior knowledge of or ability to quickly grasp an overview of county services.
- Ability to deal courteously and efficiently with the public on a daily basis and interact effectively with co-workers.
- Knowledge of word processing, spreadsheets, personal computers, and general business machines. Minimum typing speed is 40 wpm.
- Ability to create and maintain filing systems and prepare and maintain reports.
- Ability to learn technical vocabulary necessary for the position.
- Knowledge of Hernando County including ability to read maps.
- Ability to correctly interpret and carry out written and oral instructions.
- Must be able to handle citizen complaints and make frequent contact with the public in a professional and helpful manner.
- Must have a flexible personality to be able to respond to various citizen situations, including irate citizens. Ability to deal with citizens in a professional, courteous manner including irate citizens on a frequent basis.
- Possess ability to work without constant supervision and initiative to follow-up to ensure services requests are resolved in satisfactory manner. Must possess initiative to follow-up on service requests, adoptions and other work to ensure that they are completed satisfactorily.
- Ability to learn new programs and procedures quickly.

- Ability to multi-task.
- Ability to deal with high stress situations and maintain emotional stability.
- Ability to communicate effectively using written and verbal skills.
- Ability to understand and interpret laws and ordinances, contracts, agreements, and notices to appear and to effectively communicate them to citizens.
- Ability to compose business correspondence of moderate complexity.

ESSENTIAL PHYSICAL SKILLS

Good near vision (with or without correction) for computer and clerical work and good hearing (with hearing aid) and speaking ability for talking to customers in person and on the telephone and communicating by two-way radio, sitting, walking, standing, lifting, writing and typing. Good dexterity and finger mobility required for typing and using calculator. Occasional light to moderate lifting, reaching overhead, bending and/or stooping.

ENVIRONMENTAL CONDITIONS

Work inside, closely with others, independently, in noise conditions and with extreme odors.

MARGINAL / SECONDARY JOB FUNCTIONS

- Assist with emergency calls, calls involving large number of animals, calls requiring additional personnel in the field and other calls as directed by management personnel.
- Assists officers with paperwork, research, investigations, and case preparation and assists other staff as needed.
- Assists in training new customer service technicians and office volunteers.
- Plans and coordinates special programs to promote animal adoptions, such as maintaining a pet of the week.
- Assists with planning and participates in special events such as pet pageants, the oral rabies vaccination program, and other events to promote a positive public image and to attract potential adopters.
- Performs other reasonable related duties as assigned by immediate supervisor or other management personnel.
- In case of emergency or crisis situation (hurricane, flood, etc.) position is required to perform reasonable duties assigned by immediate supervisor.

Reasonable accommodations will be made for otherwise qualified individuals with a disability.

EMPLOYEE SIGNATURE

DATE