

CITY OF FORT WAYNE JOB POSTING

Applicants must meet duties/essential functions and minimum requirements.

Job Vacancy:	Enforcement Service Specialist/Dispatch	Department:	Neighborhood Code Enforcement
Requisition Number:	2017134		
Hours:	7:00 am to 4:00 pm, or 8:00 am to 5:00 pm, may vary	Rate of Pay:	\$17.6724, after probationary period pay will increase to \$18.6024
Date Posted Up:	6/26/17	Date Posted Down:	6/29/17
Time Up:	1:00 pm	Time Down:	5:00 pm

SUMMARY

Working under the supervision of the Office Manager/Accountant, incumbent screens, refers, and schedules requests for service according to policies and procedures of the Neighborhood Code Compliance Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Exhibits excellent customer service skills;
- Professionally handles conflict;
- Assembles and pulls files according to Compliance Officers' daily schedules;
- Handles incoming calls and walk-ins concerning questions related to code violations;
- Dispatches Compliance Officers;
- Initiates case files on new complaints including updating Lagan and Accela, utilizing GIS, interfacing with 311;
- Updates and enters Housing Registrations;
- Makes appropriate referrals to other City and County departments that provide services;
- Performs general clerical duties including computer data entry and filing as assigned;
- Opens, sorts and distributes mail for the department;
- Communicates effectively both orally and in writing;
- Any and all other duties as required.

MARGINAL FUNCTIONS

Performs other duties as assigned, i.e. assisting the public in completing paperwork for Work Plan requests; updating Housing Registrations, assisting with Entry Affidavits for Condemned properties and filing the associated paperwork.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED);
- Three (3) years experience in customer relations or service;
- Bilingual preferred;

- Must be familiar with legal and compliance policies as defined by local, state or federal codes;
- Effective communication skills both orally and in writing.

LANGUAGE SKILLS

Incumbent has contact with the Case System Manager and with co-workers as well as with persons employed by other agencies and the general public. The purpose of the contacts is to handle questions and/or complaints requiring judgment and tact in order to render service and carry out policy.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. The incumbent must have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Incumbent makes choices and takes action performing a variety of standardized assignments or tasks. Work requires some analysis and judgment with verification of the quality of work at critical phases and upon completion. Incumbent's work consists of simple, repetitive routine tasks requiring the ability to know simple office skills and the ability to follow specific instructions and guidelines. Errors in decisions or work are not immediately apparent through supervisory review, but, are revealed through adverse effects on the department.

OTHER SKILLS AND ABILITIES

- Operates a personal computer using Windows 2010 (Word and Excel), Outlook, Accela, GIS, and Lagan;
- Ability to type at the rate of 45 words per minute;
- Ability to organize a significant amount of detail work;
- Ability to follow specific instructions and guidelines developed through a moderate amount of experience;

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Indiana Driver's License if City vehicle is used.

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. 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 regularly required to sit; use hands to, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

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.

Incumbent works in a regular office type environment with limited lifting and labor involved and is normally seated or standing at will requiring no more than normal ability.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Reasonable

accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.