

PHYSICAL SERVICES COORDINATOR

Code No: 4-18-263

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This class involves responsibility for expediting requests from town residents for public works services. The employee makes field inspections to investigate service requests and may inspect work in progress. Work is performed under the direct supervision of the Assistant Commissioner of Public Works, but leeway is allowed for the exercise of independent judgment. Supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES (All need not be performed in a given position. Other related activities may be performed although not listed):

Receives and reviews requests from town residents for public works services such as, repairing sidewalks, pot holes, damage done by work crews, etc;

When necessary, makes field inspections to determine whether the request is the Town's responsibility and if it can be provided;

Explains to residents, the Town's responsibilities regarding service requests;

Refers service requests to appropriate Town service group and makes recommendations to crew foreman based on the results of field inspections;

Assists residents in obtaining services from various Town departments such as Planning, Zoning, Building and Physical Services;

Serves as liaison between Town residents and other jurisdictions (State, County, Utility Companies, etc.) to resolve resident problems;

Checks on timeliness of services rendered by field inspections, or reviewing paperwork;

Reviews permit applications for landfills, subdivisions, home improvements, property improvements, etc. and issues permits;

Upon request from the Commissioner of Public Works or other administrator, assists in preparing reports regarding services provided to residents;

Evaluates permit application procedures according to current trends and revises within Municipal Code stipulations;

Assists in processing requests from residents for admission into Sewer District.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the Municipal Code, and laws of the Town to which

assigned as they relate to public works services; good knowledge of the Town's various departments and their functions; working knowledge of general mathematics; ability to make field inspections to determine whether requested service can be or has been rendered; ability to relate well to the public on matters concerning town public works services; ability to prepare narrative and statistical reports; ability to evaluate permit application procedures and draft improvements; organizational ability; ability to establish and maintain effective professional relationships; tact and courtesy; thoroughness; good judgment; health commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma; PLUS either:

- (A) Three (3) years paid full-time or its part-time or volunteer equivalent experience in public works operations; OR,
- (B) Possession of an Associate's degree and one (1) year of experience as defined in (A); OR,
- (C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above sufficient to indicate ability to do the work.

Special Requirement: Possession of a valid class *5 New York State Driver's License at the time of appointment.

FORMERLY: Physical Services Expediter

ADOPTED: July 24, 1986

Reviewed: March 2, 1987