



CITY OF BRANSON - POSITION DESCRIPTION

*Customer Liaison*

Grade: 26C  
FLSA Status: Exempt  
Department: Planning and Development

**POSITION SUMMARY:** The Customer Liaison position is responsible for assisting businesses seeking to build new construction, expand their operations, or remodel their current structures by providing help and resources to understand the City process in the most economical and efficient way possible. This position performs clerical work of considerable difficulty and is responsible for providing customer advocacy for the citizens of Branson with interaction with the Planning and Development Department, Code Enforcement, Building Inspection, Finance, and other departments within the City. This position will also maintain databases, track Planning applications, and guide the process of agenda items through various boards. This position is supervised by the Planning Director.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Requires a regular and consistent physical presence during normal business hours in the Planning and Development Department offices in City Hall. The duties required of this position include the following:

1. Behaves in a manner that promotes a productive, healthy, safe and positive work environment by:
  - a. Depicting trustworthiness through integrity, truthfulness, consistency and honesty, and while protecting confidential information as necessary;
  - b. Creating and maintaining positive relationships at all levels by treating others with courtesy, respect and in a conflict-free professional manner, and believing the best in others;
  - c. Taking into consideration the effects on others, on costs, and on intended outcomes of decisions and actions taken;
  - d. Upholding the public trust by being safe, enforcing safety, and working promptly, diligently and with a focus on quality;
  - e. Showing impartiality and equity toward others, and not using job responsibilities to provide nor elicit special favors, and by not making promises that conflict with job duties and responsibilities;
  - f. Adhering to all policies, laws and regulations as applicable to the role and to being a citizen.
2. Follows the legal and ethical direction of supervisor(s).
3. Provides citizens/businesses with information on how to go through the City processes for starting a new business, expanding a building, or remodeling their business.
4. Advocates with various departments when process, procedural or practical challenges arise that are out of the citizens' or businesses' control, escalating, when necessary, final decisions to the City Administrator.
5. Provides excellent customer service to businesses and citizens regarding information in the Planning and Development department, without bending or ignoring established code or administrative rules.
6. Researches complaints regarding the department and works towards positive resolutions and outcomes.
7. Works with creativity and research to solve problems and help identify solutions for situations in the Planning and Development Department.
8. Challenges all aspects of any part of the process that would otherwise inhibit someone from opening a business, etc.

9. Acts as a high level role for the Department acting in a manner that requires little direct supervision over day-to-day activities, and initiates standardized processes that are required for the efficient operation of the department.
10. Makes entries, edits or changes, as applicable, in the City's business operations system appropriate for Planning and Zoning needs.
11. Supervises the Office Specialist of the Planning and Development Department.
12. Maintains schedules and calendars including the scheduling of meetings.
13. Attends and Participates in the Community Development Program.
14. Is responsible for being a primary person of the Planning Division for interacting and responding to the public who walk into the department, and through telephone and in-person inquiries and dispensing information on city policies, procedures and other routine information in a pleasant and efficient manner.
15. Reviews, tracks, processes, and communicates with applicants and City Staff for all Planning Division Department permits and items.
16. Utilizes City resources to create and modify documents, including legal advertisements, mailings, maps and agenda items for various boards.
17. Performs a variety of duties associated with records management and archiving.
18. Process refunds and forfeitures and receive on Purchase Orders.
19. Assists customers with Citizenserve throughout the entire project.
20. Performs various general clerical duties such as typing correspondence and other documents from rough drafts, preparing and maintaining records, forms, documents and monthly and weekly reports, etc.
21. Utilizes appropriate computer software applications such as word processing, spreadsheet and database.
22. Provides backup resources to various Planning and Development Department employees.
23. Collects, processes and distributes incoming and outgoing mail.
24. Must adhere to and follow City and department policies and procedures at all times while at work.
25. Other duties as assigned by supervisor.

### KNOWLEDGE, SKILLS, AND ABILITIES

*\*Any combination of education, training and experience providing the following knowledge, skills and abilities.*

- Knowledge of modern office practices and Standard English usage; business correspondence formats; accurate grammar, spelling and punctuation.
- Knowledge of general office practices and procedures and of the procedures and services of the Planning & Development Department.
- Ability to communicate effectively in English both verbally and in writing.
- Ability to maintain an appropriate level of confidentiality for both written and verbal information.
- Ability to handle deadlines and stressful situations in a calm, orderly and accurate manner.
- Ability to remember and recall details to provide customer and staff with appropriate information.
- Ability to read, understand and interpret a variety of information.
- Knowledge of word processing, database and spreadsheet operations to create detailed reports, statements and presentations.
- Basic knowledge of accounting, bookkeeping, project accounting.
- Ability to take appropriate initiative in completing work by setting priorities and meeting deadlines.
- Ability to deal effectively and courteously with associates and the general public.
- Ability to follow oral and written instructions including accurately and efficiently carrying out set procedures, preparing, and presenting both written and verbal reports.
- Ability to perform detailed clerical accounting work and to prepare detailed statements and records.
- Ability to prepare and/or process purchase orders.
- Ability to make recommendations that impact the budget.
- Ability to use small office equipment, including copy machines or multi-line telephone systems.
- Ability to use various types of computer software (including Microsoft Office) and hardware.

- Ability to type rapidly and accurately.
- Accountable for inventory/property management.

### PHYSICAL DEMANDS

The physical demands and working environment, which follow, is representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to fully perform the essential functions of their positions; but even with any such accommodation, the employee must be able to perform all essential duties in a manner that does not endanger his or her health or safety or the health or safety of others.

While performing the duties of this position, the employee must be able to talk, hear, see, sit, stoop, bend and reach to both ground level and overhead; hold and grip objects. The employee may be required to lift/move/carry up to twenty-five pounds; have the ability to multi-task when dealing with phone, computer inquiries and physical interruptions. Must be able to operate basic office equipment (i.e., copier, scanner, computer, keyboard, mouse and other computer technology) required for job duties. Specific vision abilities required by this position include close vision, peripheral vision and the ability to adjust focus in order to review documents and forms.

### WORKING ENVIRONMENT

While performing the duties of this position, the employee is primarily indoors with heating and cooling regulated in a general office environment. May encounter upset citizens. The employee may be exposed to the outdoor environment, which may include a variety of extreme weather conditions. The stress level is moderate but will occasionally become high. The noise level in the work environment is usually low.

### MINIMUM REQUIRED EXPERIENCE, EDUCATION AND TRAINING

- High school graduate or GED equivalent is required.
- Graduation from an accredited college or university with a Bachelor's degree in architecture/landscape, urban planning or closely related field is required, or must be obtained within one year of employment.
- Three (3) years of experience working within a Planning, Construction, or Development field is required.
  - Seven (7) years of the experience may be substituted for the degree requirements.
- Five (5) years of experience working with the public in a professional office setting is required.
- A valid Motor Vehicle Operator's license is required.

### PREFERRED EXPERIENCE, EDUCATION AND TRAINING

- Two (2) years of management or supervisory experience is preferred.
- National Career Readiness Certificate is preferred.

### MISCELLANEOUS REQUIREMENTS

- Must be at least 18 years of age.
- Must be highly engaged in the department's goals and be able to work cooperatively with Community/Planning Development leadership in achieving those goals.
- Must possess a high degree of integrity, strong work ethic and ability to work independently with minimal supervision.
- Must demonstrate excellent customer service to those of internal or external to the department.
- Must be insurable under the City of Branson's motor vehicle coverage when operating a vehicle as a part of the position
- Must be able to pass a background investigation and drug and alcohol screenings.
- Must fulfill I-9 identification requirements within the guidelines set forth by the Department of Homeland Security through the E-Verify system.