

**CITY OF LAKE WORTH  
EMPLOYMENT OPPORTUNITIES**

**CUSTOMER SERVICE TECHNICIAN**

The City of Lake Worth invites qualified individuals to apply for the position of Customer Service Technician.

Closing: Open Until Filled

This position is based on a **40 hour work week** with an annual pay \$15.21-\$17.50. This position will work at Utilities Building located at 1900 2<sup>nd</sup> Avenue North, Lake Worth, FL 33461.

In addition, this position offers:

- **Vacation and Sick Leave Accruals**
- **13 Paid Holidays**
- **City of Lake Worth Medical Benefits that include Life Insurance, Dental and Vision coverage**
- **Retirement Plan**

**SUMMARY:**

Under close supervision, performs a variety of complex administrative duties associated with City issued licenses and permits; and performs related duties as assigned.

**ESSENTIAL FUNCTIONS:**

*(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:**

1. Receives and reviews license and permit applications and revisions.
2. Inputs license and permit applications, revisions, certificates of insurance, and fee payments to computer system.
3. Issues licenses and permits, collects fees, and reimburses denied applicants.
4. Maintains records associated with license and permit applications, fee payments and violations.
5. Assists in monitoring license applications, contractor registrations, zoning and vehicle-for-hire inspections.
6. Assists in preparing correspondence contract documents and federal and state performance and fiscal reports.
7. Other duties as assigned related to the overall mission of the Department for Community Sustainability.

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**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of policies, practices, procedures and terminology of City licenses and permits.
- Knowledge of standard office practices and procedures.
- Skill in using standard office machinery and equipment.
- Skill in using computers and standard application software.
- Ability to communicate effectively both orally and in writing.
- Ability to follow written and oral instructions.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

- Position involves sedentary to light work in an office setting.
- There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday.
- The City of Lake Worth promotes a drug/alcohol-free work environment through the use of mandatory pre-employment drug testing.

**MINIMUM QUALIFICATIONS:** High School diploma or GED and one (1) year of administrative or clerical experience including customer service experience, or any equivalent combination of training and experience. Permit Technician certification from the ICC required within six (6) months of employment. A valid Florida driver's license is required.

**PROCEDURE FOR APPLYING:**

Interested parties should forward a completed application packages to:

**City of Lake Worth**  
**Attn: Human Resources**  
7 N. Dixie Highway  
Lake Worth, FL 33460

Or visit our website at: [City of Lake Worth, Florida](http://www.cityoflakeworth.com)

Each application package should include the following:

- Resume of previous work experience and cover letter summarizing relevant experience
- City of Lake Worth Application

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<https://www.lakeworth.org/files/files/hr/Employment%20Application.pdf>

**Applicants for positions with the City of Lake Worth should know and be aware of the following:**

Please note incomplete applications will not be considered. Applications will be received until the position is filled. Submission of an application does not guarantee the applicant an interview.

Applicants for employment who become candidates for available employment positions should note employment is contingent upon satisfactory completion of all reference checks and pre-employment physical satisfaction. Upon request, information on the nature and scope of an inquiry will be provided under FS 119.

Furthermore, most of the job classifications within the City of Lake Worth workforce are covered by Collective Bargaining Agreements with the Public Employees Union (PEU), Professional Managers and Supervisors Association (PMSA), and International Brotherhood of Electrical Workers (IBEW). Consistent with Chapter 447 of the Florida Statutes, a bargaining unit employee has the right to join or not join the union. However, the Union is not obligated to represent a non-member.