

**CITY OF COCONUT CREEK  
JOB DESCRIPTION**

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**JOB TITLE:** Business Licensing and Permit Technician  
**DEPARTMENT:** Sustainable Development  
**FLSA STATUS:** Non-exempt

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**GENERAL PURPOSE:**

Performs entry-level technical and office support work in the Sustainable Development department.. Responsible for timely issuance of Business Tax Receipts, file maintenance, and extensive customer service to the general public. Work is performed under close supervision with limited latitude exercised in following well defined policies, procedures and techniques.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Processes Business Tax, special events, and promotional activity applications for appropriate approvals in a timely manner; distributes weekly promotional activity lists to affected departments
- Advises businesses as to required applications, documentation and fees for various business tax receipts
- Determines business tax requirements, sets and collects tax fees accordingly
- Schedules and logs Occupational Use inspections
- Issues renewals and delinquent notices for Business Tax Receipts
- Enters data into computer system, prepares reports, updates files and maintains records relating to Business Tax Receipts, special events, promotional activities and code violation complaints
- Prepares monthly reports of Business Tax activity and revenue collected
- Prepares correspondence such as letters, reports, and other materials
- Performs clerical duties relating to Business Tax Receipts, special events, promotional activities, and Code Compliance
- Responds to inquiries from the general public regarding Business Tax requirements
- Reviews Business Tax applications (new, renewals, and transfers) for compliance with City and state requirements
- Assists in the review and modification of City ordinances pertaining to local Business Tax Receipts
- Assists in the development of new and/or revised procedures to simplify and improve forms and services rendered

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- Assists in supervision of local annual Local Business Tax renewal process; issues renewals and delinquent Business Tax notices
- Assists with special projects, as assigned
- Performs other duties as assigned and/or required

**MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by a minimum of one (1) year of clerical and customer service experience; an equivalent combination of education, certification, training, and/or experience may be considered.

Experience in Business Tax Receipts work preferred.

Certification as a Certified Business Tax Official by the Florida Association of Business Tax Officials, Inc. preferred.

Completion of sixty (60) college credits in planning, public administration, business administration or a related field preferred.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skill in Microsoft Office products (Word, Outlook, and Excel)
- Skill in providing good customer service
- Ability to acquire knowledge of Business Tax Receipt, special events, promotional activities, and code compliance
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to quickly and independently learn new software
- Ability to organize work for timely completion
- Ability to work under close supervision
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to quickly and accurately compute financial transactions
- Ability to research and acquire understanding of City Codes and Florida Statutes pertaining to local Business Tax Receipts
- Ability to maintain an awareness of developing legislation, which could impact local Business Tax revenues
- Ability to exercise effective public relations while explaining and enforcing regulations courteously
- Ability to work independently when investigating and/or verifying businesses and professionals operating within the City of Coconut Creek
- Ability to establish and maintain effective working relationships with other City departments
- Ability to organize large volumes of data

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- Ability to establish and maintain effective working relationships with associates, other municipalities and the general public
- Ability to regularly attend work and arrive punctually for designated work schedule

### **PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard.

### **ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

### **SENSORY REQUIREMENTS:**

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

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Job Title

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date