

**Stormwater Management Program  
Customer Service Specialist  
Job Description**

**Introduction**

The Customer Service Specialist is responsible for providing customer and administrative services to the Stormwater Management Program. The position is located at the Sussex Conservation District, 23818 Shortly Road, Georgetown.

**Duties and Performance Requirements**

1. Answer telephones and greet customers for all programs, and direct calls or customers to the appropriate staff member. This includes taking messages, forwarding calls to voice mail, or sending emails. Open office each morning and make sure prepared for daily operations.
2. Process all residential standard plan applications and exemptions (in-person, online via shopify, and email)
3. Maintain and update residential standard plan spreadsheet and calculate totals at the end of each month for the Board of Supervisors monthly meeting.
4. Enter daily and weekly inspections for all inspectors.
5. Contact inspectors and follow through when an application is submitted for a property on the hold list while maintaining Permit Holds List.
6. Maintain Spot Check inspection spreadsheet and communicate with Maintenance Inspector as properties are added.
7. Maintain the electronic file where all exemptions are saved and log of exemptions.
8. Process plant orders and notify customers of order status.
9. Order office supplies as needed.
10. Perform other related duties as requested by the Program Manager of the Sediment and Stormwater Management Program.

**Supervision**

The incumbent of this position is under the direct supervision of the Program Manager of the Sediment and Stormwater Management Program.

**Performance Review**

Your performance of each duty in this position will be evaluated against the requirements developed for your position. A formal review will be completed by your supervisor on a yearly basis and will be discussed with you.