



Public Services Specialist Job Description

Job Title: Public Services Specialist

Department: Building

Reports To: City Administrator

FLSA Status: Non-exempt

Date Prepared: May, 2000

Last Revised: May 29, 2025

About the City of New Castle

The City of New Castle, Delaware is a vibrant, riverside community located along the Delaware River. Remaining one of the most important Colonial/Federal villages in America, the City holds a strong sense of heritage, civic pride, and a commitment to excellence in public service. Our dedicated municipal workforce values teamwork, integrity, and community engagement while striving to provide high-quality services to constituents.

Summary

Public Services Specialist assists the Building Official with issuances of building permits and business licenses. Meeting with the Historical Area Commission (HAC), Board of Adjustment (BOA), and Planning Commission are mandatory aspects of this role. The scope of work is diverse and includes both outside inspections and office responsibilities. Experience with International Building Code experience and proficient computer skills are necessary.

Duties and Responsibilities

This section provides the general overview of typical duties associated with this position. Additional duties may be assigned as organizational needs evolve. The City reserves the right to assign additional duties as necessary.

- Performs building inspections related to construction, renovations, and infrastructure.
- Reviews plans, drawings, etc. for code compliance.
- Establishes and maintains complex filing system.
- Assists the Building Code Official in preparation and issuance of building permits and contractor licenses and keeps records of same.
- Operates personal computer and other related equipment.
- Consults with builders on construction practices, plan reviews, and code application.
- Maintains records of finished work inspections.
- Files with New Castle County Property Assessment Division all building permits issued monthly.
- Types letters, memoranda, reports, contracts, and other material. Composes and prepares

simple reports and correspondence.

- Screens and routes visitors and incoming telephone callers.
- Responds to inquiries regarding Public Services Department services.
- Assists with Special Trash and No Parking Requests.
- Receives payment from the public and issues appropriate receipts and permits.
- Schedules appointments.
- Assists supervisor in establishing office procedures.
- Assists the Code Enforcement Officer in matters relating to Code Enforcement.
- Interact and coordinates with all personnel of Building Dept., Code Enforcement and Public Works with regards to the daily operations of the Public Services Department.
- Prioritizes daily work assignments.
- Attends meetings of Council, Boards, and Commissions, upon request.
- Performs other related duties as required.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Requires a combination of education and experience equivalent to a high school degree or GED.
- Any combination of experience and training which is equivalent to the minimum desirable employment standards.
- Proficiency with Microsoft Suite required.
- Edmunds Gov Tech is a plus
- Construction trade experience preferred.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, short correspondence, memos, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information and respond to questions from customers, residents/community, and city administrators.

Math Skills

- Proficient in basic math, including addition, subtraction, percentages and interpreting simple data or invoices.
- Ability to calculate complex financial items and interpret data.

Reasoning Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving concrete variables in standardized situations.

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

Additional Requirements

- Ability to relate to City staff, elected officials, council members, outside contractors, and the general public.
- Maintains professional appearance.
- Possesses good judgment, integrity, thoroughness, and dependability.
- Manages time properly.
- Ability to operate standard office equipment and Microsoft Office.
- Possesses excellent oral, written, and electronic communication skills.
- Possesses broad knowledge of construction principles, technique, and practices.
- Possesses knowledge of city ordinances governing building construction, repair, and renovation.
- Possesses knowledge of sign and business regulations and codes.
- Possesses thorough knowledge of the municipal zoning ordinance, zoning laws, and principles.
- Ability to review and read blueprints.
- Ability to perform limited inspections to assure conformance with appropriate codes.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office environment in addition to having the ability to walk/drive throughout the community.
- The noise level in the work environment is usually moderate.
- Utilizes and promotes safe work practices in the office. Notifies the City Administrator of any unsafe conditions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working 40 hours/week, scheduled in 8-hour shifts.
- Specific vision abilities required by this job include close vision, and ability to adjust focus.
- While performing the duties of this job, the employee is regularly required to use hands to operate computer keyboard and telephone.
- The employee is frequently required to sit.
- The employee is frequently required to stand, walk, and reach with hands and arms.
- The employee is frequently required to bend, carry, and kneel.
- The employee may occasionally lift and/or move up to 25 pounds.

Certificates and Licenses:

- Valid driver's license insurability.

Customer Service

- Provides an exceptional customer experience. Communicates with internal and external customers in a friendly, professional, and patient manner.
- Performs all duties with the goal of building and maintaining long-term customer relationships.
- Immediately addresses any customer's concern. Requests involvement of other company personnel as required. Notifies City Administrator of any major concerns and the action taken to resolve.

Confidentiality/Conduct:

- May not divulge any confidential personnel/city policy.
- Will not engage in gossip or other unprofessional conduct.
- May not make changes in their job description, standards of performance, or quarterly objectives without consultation with City Administrator.

Equal Opportunity Statement

The City of New Castle is an Equal Opportunity employer and does not discriminate on race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, gender identity, sexual orientation, age, military status, or any other characteristic protected by law.

I agree to perform the above referenced duties while upholding the City of New Castle's values.

Signatures:

Employee: _____ Date: _____

City Administrator: _____ Date: _____