



Development Review Center Greeter (unpaid)

JOB DESCRIPTION

This is an unpaid volunteer position assisting the Development Review Center staff as they serve customers who have questions relating building permits, contractor licensing or need guidance navigating other Community Development and Neighborhood Services departments. Customer service is provided with integrity and efficiency, treating each individual with courtesy and respect.

LOCATION

- 281 N. College Ave.

PRIMARY ACTIVITIES

- Greeting citizens.
- Distributing citizen outreach.
- Directing citizens to appropriate City offices and individuals.
- Assisting Administration Department with various clerical tasks.
- Additional tasks as assigned.

EXPECTATIONS

- Excellent customer service skills including the ability to precisely articulate complex information to others.
- Excellent public relations and communication skills including the ability to interact and work effectively and courteously with people who have varying levels of experience in the construction industry.
- Interest in the permitting and contractor licensing process.

TIME COMMITMENT AND AVAILABILITY

- Assignments occur Monday through Friday between 8:00 am and 5:00 pm.
- 6-9 hours per week.

BENEFITS TO VOLUNTEER

- Valuable learning opportunity gaining experience with contractor licensing and the permitting process.
- Development of customer service skills.
- Limited access to City personal and professional development opportunities.
- Access to City job application system and select volunteer opportunities.

LICENSES OR CERTIFICATES REQUIRED

- This is a position of trust- background check required

To apply for the Community Development and Neighborhood Services, Development Review Center Greeter, submit an [application](#), letter of interest and resume to Shar Gerber, sgerber@fcgov.com. **Your letter of interest should address your experience and abilities related to the PRIMARY ACTIVITIES and EXPECTATIONS listed in this description. No permitting or licensing experience required.**

Thank you for your interest. To learn more about Fort Collins Community Development and Neighborhood Services, visit <https://www.fcgov.com/building/>.