

Worcester County Job Opportunities

DEPARTMENT: DEPARTMENT OF DEVELOPMENT, REVIEW & PERMITTING

JOB TITLE: RENTAL LICENSE PROGRAM COORDINATOR

COMPENSATION: GRADE 14/STEP 1 \$20.91 HOURLY/\$43,493 ANNUALLY-
GRADE 14/STEP 4 \$22.47 HOURLY/\$46,738 ANNUALLY
*BASED ON EXPERIENCE

WORK LOCATION: WORCESTER COUNTY GOVERNMENT CENTER, ONE W. MARKET ST. SNOW HILL, MD
21863

WORK SCHEDULE: MONDAY TO FRIDAY, 8:00 AM TO 4:30 PM, AND OTHER HOURS AS NEEDED

APPLICATION PERIOD: UNTIL FILLED

JOB SUMMARY: This individual will be responsible for all aspects of customer service and administrative work related to the rental license program. This includes the application and review process, investigations, customer service issues, and aid in public outreach. This individual will assist in making decisions of the Department regarding the application of policies and procedures in order to come to such resolutions. This person reports to the Zoning Administrator.

GENERAL REQUIREMENTS:

- Pre-employment background check

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Coordinates the county rental license program
- Responsible for processing applications and issuing County licenses/permits and other approvals as required by State and local laws and ordinances
- Responsible for all correspondence, reports, minutes and schedules associated with such licenses and permits
- Meets with the public and provides necessary information, directing them to appropriate individuals or board
- Develops and executes plans to provide positive customer service experiences
- Develops and implements a plan of action to resolve valid concerns in a timely manner in consultation with the pertinent division administrators
- Advises the Department Head of suggested changes in regulations, policies, procedures that would better serve the public while also accomplishing the regulatory objective
- Researches and organizes data and attends meetings as requested by the Director
- Completes assigned tasks accurately and by established deadlines
- Cross-trains and backs up other staff as needed
- Establishes and maintains harmonious working relationships with co-workers, elected or appointed officials, and the general public using tact, discretion, sound judgment, and professionalism
- Complies with safety programs, procedures, training, fire drills, COOP plans, etc., and works safely
- Ensures confidentiality of information and records and complies with record retention schedule
- Adheres, supports, and enforces Worcester County Government Personnel Rules & Regulations
- Performs other related duties as directed by the Zoning Administrator and Department Head

QUALIFICATIONS AND SKILLS:

- High School Diploma with minimum of three years experience of recent land use regulatory experience
- Must have math skills to calculate room sizes
- Ability to come to practical solutions for sometimes difficult problems in a timely manner
- Must possess general knowledge of principles, practices, and objectives of zoning, planning, permits, and other land use regulations

- Knowledge of all laws, regulations, and ordinances assigned to the Department for administration and enforcement
- Knowledge of federal, state, and local planning and zoning programs
- Good communication and organizational skills, including the ability to listen effectively and to express oneself clearly and succinctly, both in writing and verbally
- Demonstrated ability for effective follow-up and measured outcomes on chosen courses of action
- Thorough and organized record keeping
- Ability to express oneself accurately, clearly, and effectively, both in writing and verbally
- Ability to follow verbal and written instructions; keep records and logs; complete written forms; and to communicate effectively with the public and coworkers
- Ability to apply acquired knowledge to increasingly varied and complex tasks, perform duties independently and as part of a team, and complete assigned tasks by established deadlines
- Ability to establish and maintain harmonious working relationships using tact and discretion in dealing with the public exercising sound judgment
- Ability to work in a fast-paced environment with interruptions and in a timely manner
- Self-starter that takes initiative and has a sense of urgency
- Must have a team-oriented work ethic and ability to collaborate
- Advanced experience with Microsoft Office products
- Munis software experience preferred.

SAFETY ANALYSIS:

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (>75% of the time)

Sedentary work; Constant sitting, viewing; Frequent talking, hearing; Occasional pushing, pulling, carrying, lifting up to 10 lbs. No known significant hazard risk.

Worcester County Government Benefits Information

Worcester County Government offers its employees a comprehensive benefits package, including medical, dental, and vision insurance, paid time off, holidays, retirement plans, and much more! To learn more details about our full range of benefits, please view our Benefits Guide at <https://www.jobs.worcestermd.gov>.

Paid Time Off

Full time employees can accrue up to 248 hours of paid time off in the first year of employment starting on the first full pay period. This includes up to 80 hours of vacation, up to 120 hours of sick, and up to 48 hours of personal leave. The accrual for vacation increases after 6 years and 11 years. Unused vacation and sick leave can be rolled over annually as outlined in the policy details. Full time employees are granted 14 paid holidays in calendar year 2025.

Medical Benefits

Full time employees are eligible for medical, dental, vision, flexible spending account(s), and AFLAC voluntary plans on the first day of the month after date of hire. Please visit our on-line Benefits Guide at the link above for additional details about the plans, co-pays, and premiums.

Full time employees are eligible for county paid life insurance and long-term disability insurance on the first day of the month following six months of employment.

Retirement

All employees budgeted for 500 hours, or more will automatically participate in Maryland State Retirement effective on the date of hire, if not already retired from a Maryland State Retirement system. All employees are eligible to participate in a deferred compensation plan that offers pre-tax and ROTH contribution options. The county provides a \$1 for \$1 match of employee's contributions up to a maximum of \$1,000 per fiscal year as outlined in the plan documents.

Part Time Employees

Part time employees are eligible to participate in the deferred compensation plan on the first day of the month after date of hire. Part time employees are eligible to earn 1 hour for every 30 hours worked of sick leave (up to 64 hours). Sick leave can be taken after a 106-day waiting period.

Extras for All Employees

All employees are eligible to use the Fitness Room at the Worcester County Recreation Center at no cost. All employees have access to an Employee Assistance Program that provides telephone consultations and up to 3 face-to-face visits per year. All employees are eligible for SECU credit union membership.

For more information, please view our Benefits Guide at <https://www.jobs.worcestermd.gov> or call Human Resources at 410-632-0090.