



CUSTOMER SERVICE REPRESENTATIVE MOTOR VEHICLE DEPARTMENT

Salary Range: \$35,360- \$53,845 FLSA: Nonexempt

Purpose of Classification:

The purpose of this classification is to provide customer service in processing documentation and payments for various taxes and motor vehicle tags and registrations.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides customer service; assists customers; provides information and answers questions and concerns; responds to open records request in accordance with legal guidelines; investigates and resolves questions, issues, and technical problems related to tax accounts, tax code interpretation, and department procedures; and directs customers to appropriate department or individual as necessary.

Performs cashier duties; calculates various taxes and fees; assesses penalties; receives monies in payment of taxes, fees, insurance lapse fees, fines, and other departmental fees or services; records transactions; issues receipts; makes cash drops; balances cash to documentation; performs daily balance of cash, check, credit, and debit transactions; and secures cash drawer at close of day.

Analyzes, interprets, and evaluates information obtained from state records and other legal instruments; determines legal ownership and proper course of action regarding motor vehicle registration and titling; verifies identification, proof of residency, correct ownership, perfection of lien, and other documentation; issues license plate types; issues correct year decal and handicap decals as mandated; and monitors assigned inventory.

Processes registrations, tags, titles, and/or disabled placards; verifies accuracy and completeness of documentation; determines taxable value; enters data into departmental computer systems; issues initial tags and titles and disabled placards; processes renewals, special requests, and requests for prestige plates; cancels tags; files changes of address; corrects titles; adds or removes liens; and maintains related documentation and files.

Conducts research to resolve routine tax issues; receives and responds to issues concerning tax bills, tax laws and regulations, city and County ordinances, solid waste procedures, assessments and valuations, exemptions, bankruptcy, widow years' support, condemnations, liens, rejected payments, and other tax related issues; and refers difficult questions to supervisor/manager for resolution.

Minimum Qualifications:

- Must possess a High School Diploma
- Must be proficient in using the internet and Microsoft Office
- Must have at least 1 year of experience in handling cash and credit transactions
- Must have at least 1 year of experience in Customer Service
- Must have a basic understanding of accounting (cashiering) concepts and be able to apply them.