



CUSTOMER SERVICE REPRESENTATIVE/ CASHIER PROPERTY TAX DEPARTMENT

Salary Range: \$35,360- \$53,831 FLSA: Nonexempt

Purpose of Classification:

The successful candidate will be assigned to perform clerical and cashier functions in one or more areas within one or more divisions in the Office of the Tax Commissioner. Essential performance of duties to include providing customers with excellent service through the mail, by phone or in person.

Essential Functions:

- Perform cashier duties by receiving and processing payments tendered as cash, check, credit and debit cards and bank wires.
- Balancing transactions.
- Ability to perform Research for payments and homestead exemption queries
- Process documents and prepare payments for automated payment and imaging system within designated timeframes per established procedures.
- Receive, review and process various documents including homestead exemption applications, tax bills, and other documents as necessary.
- Appropriately respond to customer inquiries and correspondence by providing information about the documents necessary for the processing of homestead exemptions, as well as directing customers to other county services.
- Communicate effectively both in verbal and written form with supervisor, other employees, taxpayers, third party contractors, the public and others as needed to coordinate work activities, review work status, exchange information and meet challenges as they occur.
- Assist in taking Customer Service phone calls during non-peak timeframe.
- Assists customers by providing information and answering questions and concerns.
- Assist in prepping incoming mail during non-peak timeframe.
- Assist with Homestead Exemption Audit
- Other duties as assigned.

Minimum Qualifications:

- High School Diploma or GED
- Have any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Be able to work a flexible schedule and have ability and availability to complete additional training or educational requirements
- Professional in manner, maintain a positive attitude, well spoken, and concise
- Possess strong critical thinking skills, an analytical mind, and problem- solving aptitude
- Advanced organizational skills with the ability to handle multiple assignments
- Possess strong effective communication skills both verbally and non-verbally
- Familiarity with payment instruments, cash handling and balancing.
- Be proficient in MS Office Suite
- able to work under minimal supervision

Preferred Qualifications:

- Property Tax experience
- Associates or Bachelors' Degree in Business or in a related field