

# HIGHLANDS COUNTY TAX COLLECTOR JOB SPECIFICATION

**POSITION TITLE:           CUSTOMER SERVICE REPRESENTATIVE**

**PAY GRADE: 4**

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## **PURPOSE OF CLASSIFICATION**

Under the leadership of a Customer Service Manager, the purpose of this position is to perform responsible customer service work in assisting the public with basic payment and processing functions of tangible and real property taxes, DMV registration and titling, driver licenses and identification cards and hunting and fishing licenses. Objective is to provide accurate and efficient assistance to the public. Work policies and procedures are specific and well established; however, routine work is performed with some independence once experience is gained. Work is subject to review.

## **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.**

### **Review/Verify:**

- Processes a variety of documentation associated with departmental operations, per established procedures and within designated timeframes.
- Receives various forms, reports, correspondence, payments, registration documentation, renewal notices, insurance documentation, title applications, license applications, titles, bills of sale, odometer disclosures, affidavits, wills, death certificates, power of attorney forms, court documents, productivity reports, laws, ordinances, Florida statutes, policies, procedures, newsletters, valuation guides, rate books, operating guides, directories, manuals, or other documentation; reviews, completes, processes, forwards, or retains as appropriate.
- Performs data entry functions by keying data into computer system: enters, retrieves, reviews or modifies data in various computer databases; verifies accuracy of entered data and makes corrections.
- Maintains a comprehensive, current knowledge of applicable laws/regulations: reads professional literature; agency updates; attends workshops and training sessions as appropriate.

### **Prepare:**

- Maintains customer records and processes various account activities: updates/corrects names, addresses, and insurance information; researches and merges customer profile records; processes refunds.
- Researches discrepancies and problems relating to registrations/titles, driver licenses/identification cards: conducts research of department records, court/legal records, database records, electronic data sources, Internet sites, hardcopy materials, Florida Statutes, or other sources as needed; makes appropriate corrections or adjustments.

### **Process:**

- Processes renewal and transfer of registration for vehicles, vessels, mobile homes, motorcycles, trailers and heavy trucks; prints duplicate or corrected registration forms and receipts; verifies identity of taxpayer; verifies address of taxpayer, insurance information, class of vehicle, vehicle

- identification number, mileage, and amount of taxes/fees due; enters data into computer system; updates addresses in computer; issues license plates and decals; issues temp. tags, processes personalized plate applications for customers; processes plates for homemade trailers; ensures correct license plate and/or decal is issued for each vehicle.
- Processes Florida renewals and transfers driver licenses from other states which have reciprocal agreement; prints duplicate or corrected license and identification cards, forms and receipts; denies issuance of license or identification card at any point in the process when the applicant fails to meet the minimum established requirements; informs the applicant of the reason for denying issuance and advises of remedial steps necessary to meet requirements.
  - Verifies identity of applicant; eligibility to receive the applicable license; verifies address of applicant, amount of fees due; enters data into computer system; updates addresses in computer; issues license and identification cards; ensures correct driver license and/or identification card is issued for each applicant.
  - Administers required oath to applicant and obtains applicant's signature on the system application.
  - Maintains confidentiality of exempt information.
  - Processes title applications, duplicate titles, and title transfers: prepares/receives title applications; processes requests for replacement titles; assists customers in completing title documentation; reviews titles for accuracy; verifies vehicle identification numbers and mileage; enters/corrects title data in computer; adds/deletes liens on titles; returns unprocessed titles to lienholders, processes batch transactions for title companies.
  - Processes dealer registrations and title work: logs incoming/outgoing dealer work; assists new dealers with proper procedures and completion of title work; processes fleet renewals; processes dealer fax requests; contacts dealers to pick up completed work.
  - Issues various licenses and permits: issues and renews parking permits; issues hunting/fishing licenses; issues manatee and sea turtle decals.
  - Processes tangible and real property tax payments, delinquent taxes and tax certificates.

**Collect:**

- Performs cashiering functions: receives moneys in payment of taxes, fees, penalties, or other fees/services in person or by mail; calculates or verifies fees; checks for penalties; records transactions and issues receipts; contacts customers to research payment discrepancies or questions; posts payments to proper account on computer; endorses/validates checks; counts/balances daily cash drawer; balances daily revenues with end-of-day totals; prepares bank deposits and forwards revenues as appropriate.

- **Reconcile:**

- Prepares or completes various forms, reports, correspondence, logs, daily cash sheets, deposit slips, receipts, or other documents.

- **Administrative:**

- Monitors inventory of forms and supplies: ensures availability of adequate materials to conduct work activities; initiates requests for new/replacement materials; replenishes supplies at workstation; maintains accuracy and security of inventory.
- Maintains current procedures, manuals, bulletins, valuation guides, or other reference materials.
- Performs general/clerical tasks, which may include recording/relaying messages, typing documents, making copies, sending/receiving faxes, distributing documentation, or filing documentation.
- Communicates with manager, employees, other departments, insurance companies, lienholders, financial institutions, dealers, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

**Other:**

- Provides assistance or backup coverage to other employees or departments as needed.

- Performs customer service functions: assists customers by providing assistance and information related to taxes, titles, licenses, permits, bills, charges, procedures, forms, problems, or other issues; responds to routine questions/complaints, researches problems, and initiates problem resolution.
- Performs other duties as assigned.

## **MINIMUM QUALIFICATIONS**

- Graduation from high school or possession of a GED.
- Demonstrated aptitude for customer service oriented work.
- Possession of valid Florida Driver's License.
- Computer Skills required/Must type 35 WPM
- Pre-employment Drug Test
- Criminal History Check

## **PREFERRED QUALIFICATIONS (In addition to Minimum Qualifications)**

- Graduation from high school supplemented by two or four year degree
- Previous experience in cashiering, titling procedures, driver license and identification cards, tax and fee procedures and state and local regulations.
- Ability to speak and read foreign languages (multi-lingual) preferred.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of business English and spelling.
- Knowledge of basic policies and practices of cashiering and conducting currency transactions.
- Ability to access, operate and maintain various software applications.
- Ability to operate basic office equipment.
- Ability to perform various computer functions.
- Ability to perform routine mathematical computations and tabulations accurately and efficiently.
- Ability to read, comprehend, update and maintain various essential records and files.
- Skilled in the principles and techniques of customer service; ability to deal diplomatically with disgruntled individuals.
- Ability to understand and follow written and oral instructions.
- Ability to clearly communicate information in both written and verbal forms.
- Knowledge of policies, procedures and laws relating to the collection of property taxes.
- Knowledge of applications and processing functions of automobile/vessel registration and titling, hunting and fishing licenses.
- Knowledge of applications and processing functions of driver licenses and identification cards.
- Ability to understand and follow pre-established city, county, state and Tax Collector Office policies and procedures.
- Ability to maintain a professional business-like appearance.
- Ability to understand, follow and direct written and oral instructions; ability to present facts and recommendations effectively in oral and written form.

- Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines, beginning and ending assignments on time, and scheduled work breaks.
- Must maintain courteous, professional and effective working relationships with employees at all levels of the organization.
- Must show respect for the opinions of others and behave in such a way as to ensure an atmosphere free of needless interruptions, difficulty and/or discrimination.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some bending, lifting, carrying, pushing and/or pulling of objects and materials of medium weight (20-25 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally and in writing.

**Environmental Factors:** The work is mainly performed in a normal office environment. Occasional exposure to adverse environmental conditions, such as heat, cold, and rain; some interaction with disgruntled/irate customers.

*Highlands County Tax Collector is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Tax Collector's Office will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*