

# HIGHLANDS COUNTY TAX COLLECTOR JOB SPECIFICATION

**POSITION TITLE:                   CUSTOMER SERVICE REPRESENTATIVE I**

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## **PURPOSE OF CLASSIFICATION**

The purpose of this position is to perform basic entry-level customer service duties while assisting the public with basic payment and processing functions of all services offered by our office. This position is under the leadership of a Customer Service Manager.

## **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.**

- Assist customers with basic information and the processing of simple transactions related to the services we provide.
- Performs cashiering functions, ensuring funds are processed accurately and according to departmental procedures.
- Assists in the scheduled opening and closing procedures for the office or department.
- Responds to customer requests and/or concerns, research problems and initiates problem resolution.
- Remains up to date on policies, procedures, bulletins, applicable laws, and legislation.
- 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, co-workers, other departments, outside agencies, and other individuals as needed to assist or complete transactions.
- Assistance other departments as needed.

## **MINIMUM QUALIFICATIONS**

- High school diploma or GED.
- Demonstrated aptitude for customer service-oriented work.
- Possession of valid Florida Driver's License.
- Computer skills and proficiency in Microsoft applications.
- Criminal history background check.

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

- AA or bachelor's degree from an accredited college or university.
- Previous experience in cashiering and office setting
- 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.
- 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 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.*