



Job Class Title: Clerical/Administrative

Department: Tax Administration Department

Salary Grade: 16

Work Schedule: Part-time Regular: (28 hours/week)

FLSA Classification: Non-Exempt

## **PART-TIME TAX CUSTOMER SERVICES REPRESENTATIVE, TAX ADMINISTRATION DEPARTMENT**

### **General Statement of Duties**

Under general supervision, the Customer Services Representative collects payments for taxes, calculates and notifies property owners of taxes owed, enters tax payments into computerized data base; and prepares a variety of financial and tax related records. Accuracy is required in making calculations, in handling money, and in entering data into the computer. Some independent judgment and initiative must be exercised within limits of prescribed policies. The employee must be customer service oriented and exercise courtesy and patience. Work is performed under regular supervision of the Tax Administrator and is evaluated by observation, use of records, and periodic post audits.

### **Duties and Responsibilities**

#### **Essential Duties and Tasks**

- ❖ Collects current and delinquent taxes for vehicle and property tax, figures discounts, penalties, and interest; posts payments to computer system; prepares and issues receipts.
- ❖ Processes tax payments received by mail; mails receipts and notifies taxpayer of discrepancies.
- ❖ Balances collection with records daily.
- ❖ Compares employee list against delinquent files for garnishment purposes.
- ❖ Assists lawyers, real estate agents, and the public in searching tax records, maps, and other documents.
- ❖ Answers public's questions on vehicle and property valuations, tax bills, and other records.
- ❖ Prepares a variety of reports on taxes, refunds, releases, and others requested by supervisors.
- ❖ Performs clerical work such as typing, preparing and copying forms, answering the telephone and replying to emails.
- ❖ Makes copies of forms, records, and other information, as requested.
- ❖ Prepares and mail delinquent notices for real property taxes and vehicle taxes.
- ❖ Prepares bank deposits on a daily basis.
- ❖ Certifies mobile home authorization permits.
- ❖ Makes payment adjustments for releases and refunds.
- ❖ Maintains case files.

#### **Additional Job Duties**

- ❖ Performs all other duties as required.

## **KSA's and Minimum Requirements**

### **Knowledge, Skills and Abilities**

- ❖ General knowledge of the procedures, records, and forms used in the listing, assessment, and evaluation processes.
- ❖ Working knowledge of State laws and local policies regulating the tax assessment function, including the Machinery Act.
- ❖ Skill in operation of a computer.
- ❖ Ability to understand and read tax maps.
- ❖ Ability to type and operate a variety of office machines.
- ❖ Ability to handle money accurately.
- ❖ Ability to deal tactfully and courteously with the public.
- ❖ Ability to maintain effective working relationships with other departments, employees, and the general public.
- ❖ Ability to maintain accurate records and reports.

### **Minimum Requirements and Experience**

- ❖ High School Graduate or High School Equivalency certificate.
- ❖ 1 to 2 years work experience handling money such as cashiering or accounting clerk.
- ❖ Customer service experience in an office environment involving public contact.
- ❖ An equivalent combination of education and experience.
- ❖ Successful pre-employment drug screen.
- ❖ Successful criminal Background check.

## **Physical Activities and Requirements**

### **Physical Demands:**

The ability to perform all duties associated with the position including, but not limited to lifting, prolonged standing, driving, sitting, bending, stooping, and operating or performing work with associated tools and machines.

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