

JOB TITLE: Customer Service Representative

TAX/21

DEPARTMENT: Tax, Rutherford County

JOB SUMMARY: This position is responsible performing customer service functions.

MAJOR DUTIES:

- o Assists taxpayers, realtors and surveyors; answers the telephone.
- o Gathers information and processes applications for the issuance of pre-permits.
- o Inputs addresses and property owner information into the E911 database; updates information from splits and merges.
- o Runs daily reports concerning building permits.
- o Performs back up operations on the E911 system each day.
- o Completes paperwork for road name changes; receives payments; prepares monies for deposit.
- o Balances and makes deposits from the petty cash drawer.
- o Prepares correspondence of various kinds.
- o Runs monthly reports of supervisor and sign repair work.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office practices and procedures.
- o Knowledge of state laws and regulations governing property taxation and assessment.
- o Knowledge of county ordinances and department policies and procedures.
- o Knowledge of record-keeping procedures.
- o Skill in rapid and accurate data entry.
- o Skill in operating a typewriter, printer, calculator, and other office machines.
- o Skill in reading and interpreting maps and plats.

- o Skill in dealing with the public.
- o Skill in oral and written communication.

SUPERVISORY CONTROL: The Tax Administrator assigns work in terms of somewhat general instructions. Completed work is reviewed for accuracy, compliance with instructions and established procedures, and the nature and propriety of final results.

GUIDELINES: Guidelines include relevant state laws and regulations and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related receptionist and clerical duties. Constant interruptions and the volume of paperwork contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to provide clerical and technical support to the department. Successful performance contributes to the smooth and efficient operation of the department.

PERSONAL CONTACTS: Contacts are typically with co-workers, other county employees, realtors, appraisers, attorneys, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.