



Customer Service Specialist

Class code: 036

Employee Group: SEIU

Salary Range: 12

I. Position Summary

Under general supervision, to perform a broad variety of complex clerical duties in the collection, correction and recording of property tax payments; to prepare and maintain files related to property tax foreclosures; to prepare ownership changes of manufactured structures; to collect other County fees; and to provide information and assistance to other departments and the general public.

II. Distinguishing Features

This is a journey level classification. Employees in this classification are expected to function at the full journey level within a relatively short period of time. Employees at this level are expected to work independently and exercise sound judgment and initiative, sometimes without clear precedents and often with concern for the consequences of the action.

III. Examples of Essential Position Duties

- Assists the public, in person, by email and by telephone; answers complex questions; makes basic interpretations of departmental policies and procedures when conveying information to the public, other departments and staff.
- Computes or verifies data, retrieves data from multiple sources, and researches property ownership.
- Receive payments from various sources including electronic payments for billpays credit and debit cards, echecks and wires.
- Posts a variety of payment files including text and Excel files in mass to tax accounts.
- Performs various general accounting clerical tasks; compile data, prepare, proof, and process journal entries, spreadsheets and/or related materials.
- Issues warrant and liens to be recorded concerning delinquent personal property taxes.
- Prepares property tax foreclosure lists for advertising in the paper, mails notices, adds fees; monitors the list throughout the foreclosure process until deeded to the County.
- Prepares tax roll corrections and vouchers.
- Processes refunds for overpayments and those requiring interest and discount adjustments.
- Processes payments through remittance and lockbox processing software.
- Interviews seniors and veterans for property tax exemption programs.
- Handles confidential records including veteran service records, disability ratings and social security numbers for seniors and veterans and customers in collections. Maintains confidentiality.
- Collects fees and charges for map books, system developments, and liquor licenses.
- Posts new dog licenses and renewals issued to master file.
- Counts, balances and prepares the Parks' program deposits.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.
- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Overtime may be required.

Jackson County – Customer Service Specialist

Page 2 of 3

- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

Knowledge of basic principles and techniques of bookkeeping. Ability to establish and maintain cooperative working relationships with those contacted in the course of work; accept monies and make accurate change; ability to calculate refunds; prioritize work and meet established deadlines; prepare a variety of statements, records and warrants related to the collection, posting and processing of taxes, charges and fees; read and understand tax laws related to the work performed; use a variety of office machines and equipment including computers, calculators, copiers, and laserfiche; interpret and explain department policies and procedures as necessary; implement new procedures and processes; understand, interpret and follow departmental procedures, rules and regulations; make decisions independently, quickly and accurately; maintain confidentiality and sensitivity; understand and carry out both oral and written directions; communicate effectively, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

V. Minimum Requirements (*Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions*)

Education and Experience

- A combination of education and experience equivalent to completion of the twelfth grade preferably supplemented by some business school training and two years of work related experience; OR
- Any combination of education and experience which provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates and Other

None.

Physical Demands (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Ability to work in an office environment; to coordinate hands and feet in performing simple movements, such as bending, reaching and grasping; to exert physical effort in sedentary to light work involving moving from one area of the facility to another, reaching, kneeling, climbing of stairs and standing for extended periods of time. Requires sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of equipment as well as sufficient hand/eye coordination to perform semi-skilled repetitive movements such as operating office equipment. Sensory requirements include sound, odor and visual perception and discrimination, as well as oral communications ability.

Working Environments

Work is generally performed in an office environment and may include exposure to disruptive people.

VI. Additional Information

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or

Jackson County – Customer Service Specialist

Page 3 of 3

rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

Adopted: 9/16