

General Job Information

Job Title:	Customer Service Representative	Reports To:	Customer Service Manager or Customer Service Assistant Manager (based on location)
FLSA Status:	Non-exempt	Pay Grade:	\$16.00 hour

Job Summary

The Customer Service Representative provides a full range of service delivery functions that support the operations of the Tax Collector's Office. The representative contributes to the smooth operations of the service center by engaging with customers, ensuring individual service levels meet or exceed service expectations for operational excellence and quality service.

Main Responsibilities

- Provides guidance to customers regarding tax collector services and procedures; processes payments in person, by drop-off, or by mail; reviews and retains various forms, titles, documents, payments and applications; and posts payments to proper accounts.
- Performs cashiering functions; verifies to ensure funds are processed accurately and according to departmental procedures; balances daily revenues with end-of-day totals.
- Responds to customer requests or concerns, researches problems and initiates problem resolutions.
- Delivers upon Hendry County Tax Collector's exceptional service expectations, providing friendly service, quickly and efficiently.
- Participates in the driver license services including fingerprinting, vision, oral, and driving tests if needed; inspects applicant vehicle vin numbers and records odometer readings.
- Performs a wide range of motor vehicle, driver license and identification card, business tax receipt, real estate and tangible tax, and hunting and fishing transactions from general to moderate.
- Collaborates with the management team and key stakeholders as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Remains up to date on policies, procedures, bulletins, applicable laws and legislation; professional literature and agency updates as it relates to the job.
- Moderate processing proficiency in functional areas.

- Provides friendly and supportive phone assistance, ensuring effective communication with customers. Assist with scheduling appointments and offer necessary information to meet customer needs.
- Performs other tasks and responsibilities as assigned by the immediate supervisor, Tax Collector, or designee.

Job Requirements

- High school diploma or GED; supplemented by experience in customer service and cash handling; proficiency in Microsoft Office; or an equivalent combination of education, certification, training and/or experience.
- Excellent communication skills and interpersonal skills; proven ability to problem-solve; well-organized and manages time effectively; bilingual is preferred but not required.
- Ability to provide guidance and/or information to customers.
- 0-2 years tax collector experience.
- Valid Florida driver's license.

FLSA Status Description

Work is performed independently under limited supervision with considerable latitude. Position typically requires processing and interpreting complex, less clearly defined issues.

Work Conditions

Physical ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and material of medium to heavy weight (20-50 lbs.). 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, and to communicate orally and in writing.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Evaluation

Performance of this job will be evaluated annually in accordance with the Hendry County Tax Collector's Employee Policy and Procedures.

Acknowledgement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. The Tax Collector reserves the sole right to add, modify, or exclude any essential or non-essential requirements at any time with or without notice. Nothing in this job description, nor the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Employee Signature: _____ Date: _____

Employee Printed Name: _____