

HAYS COUNTY JOB DESCRIPTION

Job Code: 0342
Grade: 108
FLSA: Non-Exempt

Prepared by: PSPC
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CUSTOMER SERVICE REPRESENTATIVE

Essential functions, as defined under the Americans with Disabilities Act, include the responsibilities, knowledge, skills, and other characteristics listed below. This list of responsibilities is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Summary

Under general supervision, performs a variety of general duties related vehicle registration and titles, sales tax and motor transactions, and the collection and recording of Ad Valorem taxes for the County and all taxing entities in Hays County.

Responsibilities

- Assists the public with motor vehicle inquiries including, providing information and forms for registration, title transfers, liens, bonded titles, and lease vehicles.
- Assists the public with property tax inquiries including providing information and forms for property tax payments, prepayments, tax liens, tax certificates, and requests for adding lienholders.
- Verifies valid motor vehicle insurance coverage, obtains all required information to process motor vehicle transactions, and accounts for all documents and inventory.
- Receives payments for vehicle transactions, property taxes, including escrow payments, and beer and wine license permits and renewals.
- Establishes contracts for payments on delinquent property tax accounts.
- Researches property exemptions, use, land improvements, and payment history.
- Opens, distributes, and processes mail.
- Balances and reconciles daily transactions to funds received; including scanning of checks received to complete the reconciliation process of funds received for the day that includes separate tills for motor vehicles and property tax.
- Verifies accuracy of daily transaction reports and compiles all transaction documentation for submittal to the supervisor for review.
- Processes sub-contractor motor vehicle registration renewals.
- Communicates with the public by mail, email, or telephone to provide responses to inquiries.
- Performs other related duties as requested.

Knowledge Required

- Knowledge of federal, state, and local laws relative to tax code and sub-division references.
- Knowledge of County procedures and fiscal policy related to tax collection.
- Knowledge of basic arithmetic, algebra and statistics including add, subtract, multiply, divide, decimals and percentages.
- Knowledge of basic hardware and software and uses of a variety of different computer operating systems.

Required Skill

- Skill in operating various office equipment, including computer, telephone and calculator.
- Skill in maintaining basic accounting records.
- Skill in establishing and maintaining effective working relationships with County staff and the general public.

Education and/or Experience

- High school diploma
- One year bookkeeping, tax, or general office/clerical experience; or any equivalent combination of experience and training.

Other Qualifications, Certificates, Licenses, Registrations

None.

Supervision

Generally none.

Guidelines

The Customer Service Representative uses judgment in locating and selecting the most appropriate guidelines or procedures to use for a certain application and may adapt guidelines to specific cases. This position must have a strong work ethic. The Customer Service Representative must follow directions, meet deadlines, have good attendance, be punctual, keep promises, be reliable, and have a professional attitude. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Emotional Demands

This position must handle a stress level of dealing with contacts within the general public and Hays County Departments. The Customer Service Representative meets with contacts in a structured setting at Hays County facilities. The contacts are generally cooperative however this position must obtain, clarify or give facts to county employees and members of the outside public.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to

- sit
- use hands to finger, handle, or feel
- reach with hands and arms
- talk or hear
- The employee is frequently required to walk and stand
- The employee is occasionally required to lift or carry up to 35 pounds
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a normal office setting.

Acknowledgement

I agree that I am able to satisfactorily perform the essential duties listed above with or without an accommodation. I understand the satisfactory performance of the essential duties in this job description is a condition of my employment. I agree to follow the instructions of my supervisor within the constraints of the law and will perform additional duties to the best of my ability when instructed to do so.

I acknowledge the receipt of the current Hays County Personnel Policy Manual which outlines my privileges and obligations as an employee. I acknowledge that the provisions of the Personnel Policy are terms and conditions of my employment and I agree to abide by them. I accept responsibility for reading and familiarizing myself with the information in the manual. It is understood that any changes to this policy will be communicated to me in writing. I agree to return the manual to my supervisor if I leave the employ of Hays County.

I further understand that my employment is terminable at will so that both Hays County and its employees remain free to choose to end the employment relationship at any time for any reason or no reason.

I fully understand that I may be granted compensation time in lieu of payment of overtime to the extent provided by law. I also understand that my supervisor can instruct me to take compensation time.

Employee Signature

Date

List any and all accommodations that are needed to satisfactorily perform the essential functions of this position:

JOB POSTING ONLY