

FRANKLIN COUNTY TREASURER'S OFFICE
373 South High Street, 17th Floor
Columbus, Ohio 43215
(614) 525-4449

EMPLOYMENT OPPORTUNITY

JOB TITLE: Customer Service Representative
DIVISION: Customer Service
REPORTS TO: Supervisor of Customer Service
OFFICE HOURS: Monday - Friday, 8:00 a.m. - 5:00 p.m.
POSTED: Tuesday, December 28, 2010
DEADLINE: Friday, January 14, 2011

General Description:

This position is primarily responsible for the handling of customer requests and inquiries concerning real estate.

Job Specifications:

- Interact with and respond to inquiries from taxpayers, mortgage companies, title companies & other customers concerning real estate taxes in a timely, professional manner both in person and via phone.
- Aid walk-in customers with real estate taxes.
- Update tax bill mailing addresses for our taxpayers.
- Import address changes into Intellivue and real estate software system.
- Assist with conveyance forms as needed.
- Pick-up and sort daily mail for the office.
- Operate folder/insert machine for mailings.
- Maintain team atmosphere of working with other staff members to complete the daily tasks and foster a professional and positive work environment for the Division.

Other Duties:

- Willingness to learn all areas of the customer service division and act as a back up when needed.

Qualifications and Requirements:

Candidates must have a combination of education, experience, skills and personal characteristics that demonstrate the candidate's ability to perform the duties of the position. Candidates should have at least the following qualifications:

- High school diploma required.
- Excellent interpersonal skills, pleasant personality and ability to interact and maintain effective working relationships with colleagues, other agencies, tax payers and general public or others conducting business with the Office.
- Proficiency in operating a personal computer and with Microsoft Office products such as Word, Outlook, and Excel, research on the Internet and the ability to become proficient with the various software applications used by the Office.
- Ability to use a calculator and/or adding machine for simple mathematical equations.

- Ability to multi-task.
- Comfortable using the Internet and other resources to gather information and conduct research.
- Ability to organize information using pre-existing methods.
- Skill in operation of copier, printers, fax and mail opening equipment.
- Must have the ability to learn in-house computer applications and have an aptitude to troubleshoot problems related to mathematical calculations.
- Professional appearance and demeanor appropriate for the position and the work environment as a representative of the Treasurer.
- Dependability, reliability and excellent attendance record.
- Patience, objectivity, maturity, effectiveness under stress, initiative, adaptability, leadership and sound judgment.

Preferred qualifications include:

- The ability to speak and write Spanish or a language commonly used by people of Somalia for whom English is a second language or proficiency in American Sign Language (ASL) is an additional benefit.
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Special Requirements:

High volume of phone work. Must have the ability to lift and move mail trays, stand and sit for long periods of time.

Working Conditions:

Typical office environment, high volume phone calls and public interaction.

Salary:

The Treasurer establishes his own pay ranges and salary schedules, and has some flexibility in setting the salary of the successful candidate. The salary of the successful candidate will be commensurate with experience.

Benefits:

The Franklin County Treasurer's Office offers an excellent benefits package that includes: health, prescription, vision, dental, and life insurance; generous vacation, sick and personal leave; paid holidays; a deferred compensation program; tuition reimbursement; credit union membership and direct deposit of net pay.

Treasurer employees are members of the Ohio Public Employees Retirement System (OPERS), which provides retirement, disability and survivor benefits for public employees.

Application Process:

All applicants must submit a resume, and a cover letter that describes with some specificity how the applicants qualifications match those required for the position. Particular attention should be paid to the areas of teamwork, leadership and treasury operations. External applicants must submit an application for employment in addition to their resume and cover letter. Applications are available at <http://treasurer.franklincountyohio.gov/about/employment.cfm> or by calling (614) 525-4449.

The Treasurer may decline to consider any applicant who does not submit all required items or whose materials are not submitted by the deadline.

To ensure consideration all application materials should be submitted by **5:00 p.m. Friday, January 14, 2011 to:**

Deidre Thompson
Human Resources Manager
Franklin County Treasurer's Office
373 South High Street, 17th Floor
Columbus, Ohio 43215

Receipt of applications will be acknowledged by mail, and only those applicants invited for an interview will be contacted by telephone. Applicants should not call or contact the Human Resources Manager or any Treasurer employee concerning their application.

As a part of the selection process, a candidate may be required to undergo skills tests that could include writing and other exercises to test the candidates writing ability and understanding of the Treasurer's office and other subjects. Candidates who indicate knowledge of a second language or American Sign Language will be required to demonstrate those skills. The successful applicant may be required to undergo a criminal record check and background investigation.

This position is not a member of a bargaining unit. The Treasurer is an Equal Opportunity Employer and does not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation or disability.