

FRANKLIN COUNTY

An Equal Opportunity Employer

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POSITION DESCRIPTION

Employee Name:	Position Title: Customer Service Clerk
Dept. /Div.: Treasurer's Office (Customer Service)	Employment Status: Full-time
Reports to: Customer Service Supervisor	FLSA Status: Non-exempt
Normal Hours: Monday-Friday 8:00 a.m.-5:00 p.m.	EEO Status: f – Administrative Support

GENERAL DESCRIPTION:

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

QUALIFICATIONS:

An example of acceptable qualifications: Completion of secondary education (high school diploma/GED); Notary Public License; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

LICENSURE OR CERTIFICATION REQUIREMENTS:

None.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive: Personal computer and applicable applications, and other modern office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee is exposed to chemicals commonly found in an office environment (e.g., toner, correction fluid, etc.); may be exposed to irate or emotionally distraught individuals; works in conditions requiring long periods of sitting and computer work that may cause problems and/or irritate back, neck, and wrists; exerts up to 10 pounds of force occasionally, and/or a negligible amount of force frequently while lifting, carrying, pushing, or pulling objects.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION:

For purposes of 42 USC 12101:

- 60% (1) Interacts with and responds to inquiries from taxpayers, mortgage companies, title companies, and other customers concerning real estate and personal property taxes in a timely, professional manner both in person and via phone; aids walk-in customers with real estate taxes; conducts research on payments/parcels; provides reports concerning personal property tax upon request.
- 20% (2) Updates tax bill mailing addresses for taxpayers; imports address changes and conveyance forms into Intellivue; performs quality control by reviewing all conveyance forms completed on the previous day's work; prepares issue log for misapplied payments.

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- 10% (3) Verifies electronic bills files; proofs and mails real estate tax bills; picks up and sorts daily mail for the office; maintains proper mail room standards; operates folder/insert machine for mailings; transports tax bills to various departments; post payments of personal property tax to the appropriate fund; sends balance due notices for unpaid personal property tax after payments have been posted.
- 5% (4) Cross trains in various delinquent tax areas, including bankruptcy, tax lien, reconciliation, personal property, manufactured homes, omitted tax, penalty remissions, and the Board of Revision and may serve as back-up as necessary.
- (5) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
- (6) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- 5% (7) Performs other job related duties as required.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)

Knowledge of: modern computer skills and computer applications, including but not limited to Microsoft Office; accounting; bookkeeping; budgeting; auditing; filing policies and procedures; government structure and process; geographic layout of jurisdiction;* department goals and objectives;* department policies and procedures;* public relations; communications; office practices and procedures; news writing, editing, and reporting.

Skill in: computer and modern office equipment operation; operation of a motor vehicle; time management; tactfully handle irate clients and all parties making contact with office.

Ability to: interpret a variety of instructions in written, oral, picture, or schedule form; calculate fractions, decimals, and percentages; compile statistical data; read, copy, and record figures accurately; deal with problems involving variables within familiar context; read, comprehend, and interpret various laws and regulations; prepare accurate documentation, including well-written reports and routine correspondence; communicate effectively via telephone and face-to-face with public and with all levels of County and outside agency personnel; respond to routine and sensitive inquiries from public and/or officials; work independently and under stressful conditions; understand a variety of written and/or verbal communications; gather, collate, and classify information; develop and maintain effective working relationships; travel to and gain access to work site; prepare and deliver information to specialized audiences and general public.

POSITION NUMBERS AND CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED:

None.
