

TAX CUSTOMER SERVICE REPRESENTATIVE

General Statement of Duties

Performs responsible technical and fiscal duties in assisting the public with tax information, the preparation and maintenance of tax records and the collection of taxes for the County.

Distinguishing Features of the Class

An employee in this class performs a variety of customer service, fiscal and records maintenance duties in support of the County tax functions, especially in the collection and listing of taxes and explanation of procedures. Employees perform duties such as taking payments for county taxes, computing taxes and penalty charges; assuring correct information and entering data into computer; opening mail and keying in collections received; assuring security of cash; making copies of maps and property cards; answering questions in person and by phone; and informing citizens of how to qualify for exemptions. Accuracy is required in making calculations, in handling money, and in entering data into the computer. Considerable tact and courtesy must be exercised in frequent public contact. Some independent judgment is required in the performance of duties; situations involving complex interpretations of tax laws and policies are referred to higher-level staff. Work is performed in an office setting and the employee is not substantially exposed to adverse environmental conditions. Work is performed under regular supervision and is evaluated through observation and discussion for accuracy and compliance with laws and policies.

Duties and Responsibilities

Essential Duties and Tasks

Provides customer service by telephone and in person; answers inquiries about tax bills, property records, property valuations, procedures and requirements or refers to others as necessary; provides tax certifications to attorneys, lending institutions and taxpayers.

Enters tax-listing forms into the database and identifies issues that require additional research.

Processes in-coming mail; sorts, distributes and keys in amounts; prepares out-going mail, posts and maintains records of postage due.

Provides assistance to taxpayers, attorneys, real estate professionals, and the general public in researching records, using maps, and in providing general information on tax laws and policies.

Assures security of cash drawer; balances daily collections; prepares deposits.

Performs a variety of clerical duties to support office functions including opening, sorting and distributing mail; organizing forms, stuffing envelopes and mailing forms, etc.; preparing and sending correspondence to taxpayers; files materials.

Receives payments from customers for real and personal property taxes, utility payments, solid waste fees, and privilege licenses; provides receipts for payments; posts payments to computerized database; balances cash drawer daily and shares responsibility, on a rotating basis, for preparing and making bank deposits.

Calculates tax pre-payments, accepts payments and provides receipts; makes adjustments to tax bills crediting interest with proof of payment before due date.

Performs a variety of clerical duties to support office functions including opening, sorting and distributing mail; organizing listing forms, stuffing envelopes and mailing listing forms, late listing bills, etc.; preparing and sending correspondence to taxpayers who fail to list property and filing forms, correspondence, etc.

Processes returned checks by applying return check fees, collected and redeposit.

Assists taxpayers with inquiries regarding tax/vehicle payments, responding to questions or referring taxpayer to appropriate officials; identifies if abstracts are late; compares abstract to

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computer data and refers inconsistencies to higher-level staff; calculates payment plans for delinquent taxpayers; assists attorneys, mortgage holders and others in determining back or current taxes due.

Checks and updates telephone, email and address data; posts solid waste refunds in spreadsheet;

Issues mobile home moving permits; takes utilities payments; takes waterway payments.

Additional Job Duties

May assist in other sections of the Tax Office.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Working knowledge of modern office practices and procedures.

Some knowledge of North Carolina Machinery Act, County tax policies and procedures concerning listing, assessment, billing and collection.

Knowledge of the application of information technology to the work including specialized tax software programs.

Skill in customer service excellence.

Ability to review and correct data and proof own work.

Ability to apply basic principles and laws regarding property taxes to answer questions and assist the public.

Ability to compute figures rapidly and accurately.

Ability to read tax maps and utilize GIS.

Ability to deal tactfully and courteously with the general public, in explaining laws, policies and procedures, and handling angry customers.

Ability to establish and maintain effective working relationships with co-workers, supervisors and county officials.

Ability to operate calculators, computers and other assigned equipment with speed, accuracy, and skill.

Ability to work with figures accurately and efficiently.

Physical Requirements

Must be able to perform the basic life operational skills of stooping, reaching, lifting, fingering, grasping, and repetitive motions.

Must be able to perform sedentary work, exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push or otherwise move objects, including the human body.

Must possess the visual acuity to prepare and analyze data and figures, accounting, to operate a computer terminal, and extensive reading at distances close to the eyes.

Desirable Education and Experience

Graduation from high school and two (2) years of experience in clerical or financial work, preferably in a tax-related field, is required. Successfully completing two (2) courses, North Carolina Fundamentals of Property Tax Listing and Assessing and Personal Property Appraisal and Assessment Course, within two (2) years of employment is a requirement for this position.

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Position Grade: 61. Starting salary \$25,877. Salary may be adjusted based on qualifications and experience.

Closing date: Open until filled
Greene County is an equal opportunity employer.