

POSITION DESCRIPTION

Class Title: Tax Office Customer Service Specialist
FLSA: Non-Exempt
Date: May 2022
Pay Rate: Starting at \$22.84

Tax Office Customer Service Specialist

(Finance Department)

SUMMARY

This position functions primarily as a customer service representative processing monetary transactions handled over the counter or through the mail in the Tax Office. Primary transactions include but are not limited to motor vehicle registrations and tax payments. Position may be appointed as Deputy Tax Collector by sitting Tax Collector as stated in 30-A MRSA sec. 2603 and upon completing education requirements.

SUPERVISION RECEIVED

This position is directly supervised by the Tax Collector

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Interacts with customers/residents to address inquiries at the counter, process transactions, and answer the telephone with a commitment to customer satisfaction.
2. Performs specialized tasks as assigned by the Finance Director and/or Tax Collector/Deputy Treasurer.
3. Operates computer terminal for financial software application, data entry, word processing, excel and various other miscellaneous functions.
4. Responsible for the balancing of his/her cash drawer, reconciliation of daily deposits and cash journals on a daily basis.

5. The employee is expected to maintain a professional working relationship with fellow employees, the Town Council, other public officials, and the general public.
6. Open and process daily mail.
7. Responsible for the processing of returned checks.
8. Aides the Tax Collector in the processing of liens, foreclosures, discharges, quit claim deeds and any other tasks when assistance is needed.
9. Assists with other Finance tasks when requested such as, but not limited to processing Accounts Receivable and editing and updating the Finance Department and Tax Office web pages.

RECOMMENDED MINIMUM QUALIFICATIONS

Education, Training and Experience:

High School Diploma or GED certified required. Associates Degree in Business and/or Secretarial Science desirable or an equivalent combination of education and experience. The employee must have or obtain a certificate as a Municipal Agent for Registration and understanding of the Department of Motor Vehicle Regulations and stay current on all regulation changes.

Knowledge, Abilities and Skills:

1. High level customer service skills.
2. Ability to accept and record of cash and mail payments.
3. Proficient operation of financial software.
4. Ability to deal professionally with the public and other Town personnel.
5. General mathematical and dexterity skills necessary to accept cash and check payments, make change, and enter transactions in the computer.
6. Proficient computer skills.

TOOLS & EQUIPMENT USED

Personal computer, including word processing and spreadsheets software; calculator; telephone; copy machine; and fax machine.

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 the essential functions).

WORK ENVIRONMENT

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

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Town of Old Orchard Beach is an equal employment opportunity employer.

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____