

TOWN OF OLD ORCHARD BEACH
POSITION DESCRIPTION

TITLE: Tax Office Customer Service Specialist

STATUS: Non-Exempt

DEPARTMENT: Finance

GENERAL PURPOSE

A customer service representative processing monetary transactions handled over the counter or through the mail in the Tax Office

SUPERVISION RECEIVED

This position is directly supervised by the Tax Collector.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative examples; not all-inclusive)

- Process various motor vehicle transactions, including but not limited to, new and renewal motor vehicle, boat, and snowmobile registration's.
- Process all real estate and personal property tax payments.
- Interacts with customers/residents to address inquiries at the counter, process transactions, and answer the telephone with a commitment to customer satisfaction.
- Performs specialized tasks as assigned by the Finance Director and/or Tax Collector/Deputy Treasurer.

- Operates computer terminal for financial software application, data entry, word processing, excel and various other miscellaneous functions.
- Responsible for the balancing of their cash drawer, reconciliation of daily deposits and cash journals on a daily basis.
- The employee is expected to maintain a professional working relationship with fellow employees, the Town Council, other public officials, and the general public.
- Open and process daily mail.
- Responsible for the processing of returned checks.
- Aides the Tax Collector in the processing of liens, foreclosures, discharges, quit claim deeds and any other tasks when assistance is needed.
- 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.

MINIMUM QUALIFICATIONS

Education, Training and Experience:

- High School Diploma or GED certified required.
- Two-year associate's degree in Business Administration is 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, Skills, and Abilities:

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

SPECIAL REQUIREMENTS

Must be flexible, possess strong interpersonal skills, and be capable of effectively managing challenging interactions with the public and outside vendors.

TOOLS AND EQUIPMENT USED

Computers, tablets, calculators, phones, copiers, and other standard office equipment.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit or stand and talk or hear, use hands to finger, handle or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to twenty-five (25) pounds. Vision and hearing at or correctable to normal ranges.

WORK ENVIRONMENT

- Office work is performed under typical office conditions; work environment is moderately noisy
- Interact daily with customers at a stand-up counter. Separate personal desk is provided in office when not serving customers at the counter.
- 37 hour work week, Monday thru Friday 8-4, except Tuesday from 8-6. No work from home accommodations available.

DISCLAIMER

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 Town of Old Orchard Beach is an Equal Opportunity Employer. Applicants and employees with disabilities, as defined under the Americans with Disabilities Act, must be able to perform the essential job functions with or without reasonable accommodation.