



Title: Part Time Customer Service Representative I **Salary:** \$12.72
Reports to: Customer Service Supervisor **Status:** Nonexempt

Position Summary:

Perform duties to serve customers of the St. Lucie County Tax Collector's office by providing information and processing a range of basic transactions and payments related to motor services, fees, and taxes, working within the limits of prescribed routines.

The part-time schedule is: Monday and Fridays from 8:15 AM to 3:15 PM and Tuesday, Wednesday and Thursday from 10:30 AM to 2:30 PM.

Essential Functions:

- Provide basic assistance and information to customers related to processing of Department of Motorist Services including registration and titling, driver license and identification cards, property tax payments, alarm fees, hunting and fishing licenses, business tax receipts as well as community resources.
- Provide excellent customer service and may rotate to greet customers entering the Tax Collector's office and maintain the flow of customers throughout the office.
- Receive various forms, titles, documents, payments, and applications. Review to ensure completeness, process in accordance with requirements, and forward, or retain documentation as appropriate.
- Administer written and vision testing for driver license applicants.
- Calculate, verify, and process payments for taxes, fees, penalties, registrations or other services. Record transactions and issue receipts, licenses, permits, and decals.
- Process transactions submitted by mail and respond with receipts or mailed documents as appropriate.
- Perform cashiering functions with accountability for cash receipts. Balance cash drawer at close of business and research and resolve discrepancies.
- Respond to routine customer questions or concerns, initiate problem resolution, and escalate more complex or non-routine matters to others as necessary, to ensure that all customer requirements are appropriately and efficiently resolved.
- Assist to maintain inventory of consumables as assigned. Perform general clerical duties and maintain electronic Inventory Management System as assigned.
- Maintain a comprehensive, current knowledge of applicable laws and regulations.



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Other Duties:

- Perform or assist with any operations, as required to maintain workflow and to meet schedules and quality requirements.
- Participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements, and policies.
- Perform other related duties as assigned.

Competency:

- Demonstrate excellent positive listening, oral, and written communication skills to consistently represent the Tax Collector's Office to all constituents in a manner that meets or exceeds defined standards.
- Ability to analyze data, interpret directions, procedures and regulations, and develop appropriate responses. Knowledge of operation, responsibilities, and common procedures of a County Tax Office.
- Ability to learn, interpret and apply State and local laws and regulations pertaining to tax collections and tax recordkeeping procedures.
- Demonstrate ability to process transactions completely, in a fast-paced environment while maintaining a critical degree of accuracy.
- Basic mathematic functions required.
- Strong computer data entry and keyboarding skills, and ability to work efficiently in MS Office Suite including Word and Excel, as well as the ability to learn and function effectively in the use of specialty software systems and tools used in communications and transaction processing.
- Florida Driver License with insurability required.
- Bilingual skills are a plus.



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Education/Experience Requirements:

- High School diploma or equivalent plus some additional training.
- Up to one year of experience in clerical and/or customer service roles with cash handling experience.

ADDITIONAL CONSIDERATION:

Responsibilities listed are to be considered specific but not necessarily inclusive of all activities.

All employees serve at the pleasure of the Saint Lucie County Tax Collector. The Tax Collector as an Elected, Constitutional Officer retains the right to make personnel changes and decisions deemed necessary to carry out the duties of the office and serve the people of Saint Lucie County.