GEARY COUNTY JOB DESCRIPTION

Job Title: Customer Service Specialist I

FLSA: Non-Exempt **Salary Range: 13**

Reports To: Office Manager **PCN: TR1002, TR1003**

Department: Treasurer Department **Date: March 2019**

JOB SUMMARY

The job duties of the Customer Service Specialist I include but are not limited to provide accurate and complete information regarding motor vehicle laws for private vehicles; to calculate, receive and process monies for personal and real estate taxes, motor vehicle title and registrations, return checks and KS Wildlife and Game Park permits; and to provide responsive, courteous and efficient service to County residents and the general public. Performs other duties as required.

DUTIES AND RESPONSIBILITIES

The duties described below are indicative of what the Customer Service Specialist I might be asked to perform. This job description is to incorporate any County resolutions for the position of Customer Service Specialist I. This position description is not designed to list all tasks and responsibilities of this position. Geary County reserves the right to revise or change job duties as the need may arise. This position description does not constitute a written or implied contract of employment.

Motor Vehicle Payments. Process motor vehicle transactions in the MoVRS system. Research motor vehicle inquiries and advise customers of the appropriate procedure and proper documentation needed. Analyze the legal documentation presented for titling and registering motor vehicles in each individual transaction involving a complete document review. Determine the proper tax status, assign the proper tax code (s) and classify each vehicle for registration. Determine whether military personnel registering their vehicles have the proper documentation to be exempt from personal property taxes. Receive, research and respond to incoming questions or complaints from taxpayers, provide information, explain policies and procedures and facilitate a resolution. Process the required documents to assign temporary and permanent handicap placards and license plates.

Fiscal Duties. Calculate and collect personal property and real estate taxes including determining appropriate fees and interest at the correct times. Process the collection of insufficient fund checks. Process refunds for customers. Maintain a cash drawer on a daily basis for all transactions completed. Run end of day reports of all money, vehicle

registration and taxes received, and all daily transactions processed against individual cash drawer.

Other Customer Service Duties. Respond to telephone inquiries. Explain and issue Kansas Wildlife and Parks vehicle permits. Process incoming mail transactions for taxes. Assist with filing and other duties for motor vehicle and the tax roll as needed.

Types of Equipment and Software:

- Ability to operate MoVRS System and Patriot Tax System.
- Other equipment or software could be required.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

MINIMUM QUALIFICATIONS

- High School diploma or GED equivalent.
- Two (2) years of experience working in customer service and accountable for money, preferably in an office setting.
- Must attain certification in MoVRS System within six months of employment.
- One (1) year of experience in Microsoft Office or other similar software required.

SKILLS AND ABILITIES

- Considerable knowledge of motor vehicle laws, MoVRS Computer system, motor vehicle forms and proper application for each one.
- Ability to interpret, clarify, explain and apply State, Federal, and County policies, procedures and regulations.
- Ability to maintain a professional demeanor when dealing with the public.
- Ability to take control of situations in a responsible manner.
- Ability to comprehend, retain and apply County, State, and Federal policies and legislation, i.e. local resolutions and ordinances, procedure manuals, warning labels, etc.

EQUIPMENT KNOWLEDGE REQUIRED

- Ability to operate various types of equipment – standard office equipment, computer and basic knowledge of Microsoft Office software.
- Other equipment could be required.

LANGUAGE SKILLS

- Ability to maintain a positive work atmosphere by acting and communicating in a professional and friendly manner with customers, citizens, co-workers and management.
- Ability to communicate in both written and verbal form.
- Ability to communicate and convey information regarding policies and processes to others in both written and verbal form.

MATHEMATICAL SKILLS

- Ability to perform intermediate mathematical calculations.

REASONING ABILITY

- Ability to respond to complaints and grievances posed by the public.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environments described are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Physical Environment:

- The duties of this job include physical activities such as stooping, kneeling, standing, reaching, walking, lifting and/or move (up to 20 pounds), grasping, talking, hearing/listening, seeing/observing, and repetitive motions.
- Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

Work Environment:

- Works in an office setting.
- Due to the volume, scope, size of staff and nature of public service this office provides, full-time regular attendance is essential.

APPROVALS

_____ _____ _____ _____

Supervisor Date Department Head Date

_____ _____

Human Resources Director Date

EMPLOYEE REVIEW: I have read the above and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements. I have been given a copy of this description.

_____ _____ _____

Incumbent's Signature Date Incumbent's name printed