

POSITION TITLE: **Customer Service Representative** POSITIONS #10, #18, #27,
#29, #30, #34, #38, #39, #40,
DEPARTMENT: **Motor Vehicle** #42, #44, #45, #47, #49, #50,
#51, #53, #55, #61, & #68
IMMEDIATE SUPERVISOR: **Customer Service Specialist/Branch Manager**
FLSA STATUS: **Non-Exempt** GRADE: 9

Bi-Weekly: **\$ 997.14**

JOB SCOPE & SUMMARY:

Responsible for providing efficient and professional services to the taxpayers of Galveston County at any Branch location assignment. Cashier for Motor Vehicle and Property Tax and performs other clerical work as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Issue motor vehicle license plates and renewal stickers
2. Issue timed permits (30/72/144 hour)
3. Issue handicap placards
4. Process title applications and transfers
5. Collect current and delinquent ad valorem taxes
6. Process applications for state and county beer, wine and liquor permits
7. Process dealer title applications (DTA) over the counter or from the "DTA" diskette submitted to the office weekly as needed
8. Receive/disburse voter registration applications
9. Interview taxpayers by mail, telephone, or in person to determine proper data to process motor vehicle titles/registration/renewals and tax payments
10. **Required** to provide own transportation for assignment to any Tax Office Branch as deemed necessary by Motor Vehicle Coordinator or Chief Deputy of Operations
11. Other duties as assigned (may include preparing RTS spreadsheet for submission to Galveston Office, insuring title packages are complete with all necessary documents attached, filing, etc.)

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- Must have high school diploma or equivalent
- Must have Texas driver's license
- Must have considerable knowledge of Microsoft word, excel
- Must acquire a comprehensive knowledge about ad valorem taxation and the Accounting & Collection Technologies (ACT) property tax system and the Texas state registration and titling system (RTS)
- Must have a working knowledge of internet to download the various motor vehicle forms needed
- Any experience working as a temporary customer service representative in the Galveston County Tax Office or six months experience as a bank teller, cashier, or a similar position responsible for handling cash, checks, and credit card receipts. The six months experience required may be satisfied by the successful completion of one year of college coursework in business, accounting, or a related field of study.

REQUIRED LICENSES AND CERTIFICATION

Required to keep abreast of changes affecting motor vehicle titles and registration and property tax collections

SKILLS, KNOWLEDGE AND ABILITIES

A good knowledge of English, spelling, grammar, punctuation, and office procedures. Skill in performing mathematical calculations; operating a personal computer, calculator, typewriter, and other office equipment. Ability to accept constructive criticism. Ability to accurately enter data and file information; communicate effectively verbally and in writing. Ability to work independently, organize, compile and record information accurately. Ability to handle confidential information with discretion; ability to handle large sums of money; excellent attendance; ability to establish and maintain effective working relationships with co-workers, county employees and the general public.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical requirements include carrying and lifting 10 lbs occasionally, visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard, typewriter calculator, microfilm reader and basic office equipment; subject to carrying, lifting, twisting and reaching to perform essential functions. Working conditions are inside an office environment.

NON-PHYSICAL DEMANDS

Frequency codes: F = frequently O = occasionally R = rarely

Time pressure	F
Noisy/distracting environment	F
Performing multiple tasks simultaneously	F
Danger/physical abuse	R
Emergency situations	R
Tedious exacting work	F
Irregular Schedule/overtime	O
Frequent change of tasks	F
Working closely with others as part of a team	F