

POSITION TITLE: Customer Service Representative (Temporary) **POSITION – TBA**

DEPARTMENT: Depends upon assignment

IMMEDIATE SUPERVISOR: Depends upon assignment

FLSA STATUS: Non-Exempt **GRADE: 4**

JOB SCOPE & SUMMARY:

Responsible for processing voter registrations, receipting motor vehicle transaction payments, and property tax payments.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Answer telephones and/or
2. Process voter registrations and/or
3. Filing and coping for Accounting, Administrations, or Property Tax and/or
4. Process automobile registration renewals and simple titles and/or
5. Process property tax payments and/or
6. Work independently in all areas noted in #1 through # 5, above

NOTE: Temporary staff is hired for peak payment processing periods or specific projects. Initially, each temporary worker is assigned to one of the five tasks noted in the essential job functions. No experience or education is required. The temporary employee will be trained to perform one of the essential job functions. As other essential job functions are introduced and mastered by the temporary worker, a step increase may be granted to those performing multiple tasks concurrently. A temporary work capable to perform and performing multiple essential functions of the job will be qualified for a merit step increases as their duties, skills, and abilities increase:

	<u>Grade</u>	<u>Step</u>	<u>Rate</u>
Step upon hiring	4	A1	\$9.74
Step increase for a second essential job function	4	B1	9.98
Step increase for a third essential job function	4	C1	10.23
Step increase for a fourth essential job function	4	D1	10.49
Step increase for a fifth essential job function	4	E1	10.75
Step increase for mastering all essential job function	4	F1	11.02

REQUIRED LICENSES AND CERTIFICATION

None

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

None

SKILLS, KNOWLEDGE AND ABILITIES

Must be comfortable processing payments. Must be able to communicate effectively orally and in writing with correct grammar and punctuation. Must be able to complete mathematical calculations to determine correct amounts due; must be able to operate office equipment: computer, calculator, typewriter, fax, photocopies, and other office equipment. Must have the ability to accept constructive criticism, enter data accurately, file, work independently, as well as organize, compile, and record information accurately. Excellent attendance and the ability to establish and maintain effective working relationships with co-workers, county employees and the general public are mandatory.

- Become a skilled user of the Texas Election Administration Management System (TEAMS) voter registration system
- Become a skilled user of the Texas Registration and Title System (RTS)
- Become a skilled user of ACT (Appraisal and Collections Technologies)

ACCEPTABLE TRAINING AND EXPERIENCE

Experience as a cashier is desirable.

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

SIGNATURE / APPROVAL

Employee

Date

Assigned Supervisor

Date

Chief Deputy, Business Services

Date