

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

**DEPARTMENT:**

**IMMEDIATE SUPERVISOR:**

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

**Hourly: \$9.74**

**JOB SCOPE & SUMMARY:**

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

**ESSENTIAL FUNCTIONS OF THE JOB:**

1. Receipt payments received predominately in the mail for property taxes during peak periods.
2. Provide substitute services for a Customer Services Representative during scheduled and unscheduled absences.
3. Process voter registration applications (data entry and scanning) in the state's system
4. Other duties as assigned (may include filing, photocopying, faxing, answering telephones, etc.)

**REQUIRED LICENSES AND CERTIFICATION**

None

**MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

Must have high school diploma or equivalent

**SKILLS, KNOWLEDGE AND ABILITIES**

Must be comfortable handling cash, checks, and money orders. 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 proficient 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