

# CUSTOMER SERVICE REPRESENTATIVE

Osborne County

Treasurer's Office

## POSITION SUMMARY

Under the supervision of the County Treasurer, the Customer Service Representative is a non-exempt position under FLSA. Primary responsibilities include assisting the public with vehicle and title needs, collecting tax money, and renewing drivers' licenses. Employee must possess flexibility regarding job duties and ability to handle confidential material without compromise. Employee must

- 1.) Submit to and clear a fingerprint based background check and
- 2.) Attend and successfully complete the Fraud Document and Imposter Recognition Training.

## ESSENTIAL FUNCTIONS

- Assists public with tags, titles, taxes and drivers' licenses;
- Maintains vehicle reports, updates tag listings , filing and scanning vehicle registrations;
- Maintains and balances daily vehicle cash receipt and prints reports;
- Posts paid real estate and personal property taxes;
- Prepares, balances and scans daily bank deposits;
- Maintains antique tax roll and posts paid antique taxes;
- Maintains and balances Postage Meter;
- Verifies land ownership from deeds, probates and divorces;
- Prepares tax statements for mailing.

## MARGINAL FUNCTIONS

- Assumes balancing duties during County Treasurer absences;
- Completes paid in receipts;
- Provides data entry into RVI imaging system.
- Answers incoming telephone and e-mail inquiries;
- Performs correspondence and various mail duties;
- Performs other duties as deemed necessary or assigned.

### *Classification Quick View*

**FLSA: NON-EXEMPT**

**ADA: APPLICABLE**

**FMLA: ELIGIBLE**

**OSHA:**

**WORKING CONDITIONS:**

## **CUSTOMER SERVICE REPRESENTATIVE POSITION REQUIREMENTS**

**EXPERIENCE:** One to three years of similar or related experience is required. Employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six months to one year of employment.

**EDUCATION:** A high school diploma or GED is required.

**TECHNICAL SKILLS:** Working knowledge of mathematics, thorough knowledge of computers and 10-key calculators. The ability to operate various office machinery and drivers' license equipment with a high degree of accuracy is required. Computer skills include Microsoft Office Word, Excel and Outlook Express.

**PROBLEM SOLVING:** Problem solving is involved in this position. Problems this employee may encounter include dealing with irate customers, correctly balancing cash counts and vehicle reports, researching error, contacting the State of Kansas concerning vehicle or drivers' license problems, and vehicle tag and decal inventory control.

**DECISION MAKING:** Some degree of decision making is involved in this position. Decisions this employee may encounter include choosing proper forms for vehicle registrations.

**SUPERVISION:** This position is subject to occasional supervision from the County Treasurer and performs no supervisory duties.

**FINANCIAL RESPONSIBILITY:** Employee has direct control over departmental resources but does not participate in the annual departmental budget process.

**PERSONAL RELATIONS:** Daily contact with the general public, co-workers, supervisory personnel and the Chief Administrative Officer is expected.

**WORKING CONDITIONS:** No adverse working conditions exist within this position. Working in an office setting with a computer is the primary aspect of this position.

**PHYSICAL REQUIREMENTS:** Some manual labor including heavy lifting and climbing ladders is required.