



Customer Service Technician

Category: Classified
Pay Grade: C17
Job Code: 23060

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs advanced, analytical, and technical customer service work covering complex specialized office work that requires heavy public contact within the various departments and divisions under the Tax Collector; reviews, creates, modifies, updates, and processes a wide variety of confidential records and legal documents in accordance with Florida Statutes, County Ordinances, Department of Revenue (DOR), Department of Highway Safety & Motor Vehicles (DHSMV), Florida Fish and Wildlife Conservation Commission (FFWCC), U.S. Bankruptcy Court, and other government agencies' rules and regulations; completes advanced customer service and cashiering duties and a broad range of tasks within several technical subject matter programs and the variety of work differs depending on the area of assignment.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Performs advanced, complex Tax Rolls work, such as calculating and posting changes to the real estate and personal property tax rolls, installment, or escrow accounts, tax deed applications, tax certificate transfers through other automated systems including TaxSys software application;
- May have responsibility for audit, funds reconciliation, and inventory management for PCTC, Electronic Filing System (EFS), and private processing partners;
- Provides a wide variety of specific complex, technical, and supportive services and information to the general public, in person or by telephone, mail, or Internet access;
- Conducts investigations by way of various computer databases and oversees and acts in concert with third-party field agents in administrative support of Bankruptcy, Delinquent tangible tax, and garnishment payment enforcement;
- Conducts full citizen/non-citizen applicant and document screening by analyzing and verifying legal documents prior to processing and/or issuance of any documents or information, per Federal regulations;
- Accesses Florida's FRVIS/FDLIS online computer databases, conducts research, and analyzes information for eligibility for Driver Licenses;
- Performs technical work related to DHSMV/DMV Motor Vehicle, Vessel, other motorized vehicles, trailers, and Mobile Home titles, new, used, Florida transfers, and Out of State transfers, issues registrations, new, renewal, duplicate, and replacement decals, license plates, electronic temporary registrations, parking permits, and issues personalized license plates, and collects sales tax for DOR.
- Performs technical work related to DHSMV/DDL Florida Driver License and Identification cards, new, renewals, duplicates and replacements;
- Researches, reviews, and analyzes complex legal information and documents to determine eligibility for reinstatement of licenses due to various sanctions, in compliance with the Federal REAL ID Act and other regulations;
- Performs medical screening to determine license eligibility;
- Issues licenses using various online tools and websites;
- Administers vision examinations and referrals;

- Researches and determines eligibility, per Florida statutes, for original, renewal, and replacement licenses;
- Proctors and grades written examinations, as needed;
- Administers medical screening and knowledge examinations, via verbal, electronic, and audio formats, and road skills examinations, which may include extended road tests in traffic;
- Operates, troubleshoots, and performs minor technical repairs on specialized cameras, card printers, scanners, signature pads, vision testing equipment, Q-Flow queuing system, and other electronic and automated office equipment;
- Performs work related to Organ and Tissue Donor Program and various charitable organizations, including processing and collection of fees and donations;
- Completes application and administers the oath for Voter Registration;
- Researches, verifies, creates payment plans, and collects real estate, personal property, and tourist development taxes through other automated cashier systems, including TaxSys software application;
- Performs specialized transactions related to FFWCC by determining the eligibility and issuance of resident/non-resident, per Florida statutes, for the issuance, replacements, and specialty licenses for Hunting and Fishing;
- Accurately determines fees to be collected by utilizing various complex fee schedules for all services;
- Performs complicated cash handling, balancing, and receipting duties involving currency, checks, money orders, credit/debit cards, and advanced deposits;
- Participates fully as a member of the Tax Collector's Intranet community using SharePoint, Outlook, Word, and Excel;
- Utilizes other agencies' websites, including but not limited to Property Appraiser, Clerk of Court, DOR, DHSMV, FFWCC, and the Florida Law Library;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

One (1) year of experience in a Florida Tax Collector's Office/DHSMV agency; or one (1) year of experience in an automated office environment, retail sales, or a related customer service/cash handling field; or one (1) year of college-level coursework that includes courses in finance, accounting, business, general studies, or computer courses and training; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Must be at least 21 years of age and compliant with Florida Statutes 322 (for administration of road tests).
- Incumbent to apply for and maintain Florida Real Time Vehicle Information System (FRVIS) and/or Florida Driver License Information System (FDLIS) Access Authorization, per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64, and PCTC Employee Access to Confidential TD Tax Information per Florida Statue 213.053 and Department of Revenue Rules and Regulations 12-22.
- Appointing Authority retains the discretion to promote employees into this role non-competitively or competitively after a candidate meets the minimum qualifications and satisfies the Appointing Authority's criteria for career ladder promotion.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of advanced business English, spelling, and arithmetic;
- Knowledge of a broad range of complex electronic and technical automated office procedures and practices;
- Knowledge of the laws, ordinances, and DOR, DHSMV for DDL and DMV, and FFWCC rules and regulations pertinent to the area of assignment;
- Knowledge of investigative principles and techniques;
- Knowledge of Microsoft Word, Excel, Outlook, Internet, and Intranet access routines.
- Skill in typing accurately at a reasonable rate of speed and entering data accurately.

- Ability to interact and communicate appropriately with the public face-to-face, by phone, or by email in an efficient, effective, and courteous manner;
- Ability to review and understand complex legal information and documents;
- Ability to independently and accurately make appropriate decisions in accordance with laws, ordinances, rules, regulations, policies, and procedures;
- Ability to communicate verbally and in writing in a clear, effective, and courteous manner.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.