



MIKE FASANO

Job Description

TAX COLLECTOR/PASCO COUNTY/FLORIDA
POST OFFICE BOX 276/DADE CITY, FLORIDA 33526-0276

JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE I

GENERAL DESCRIPTION

Clerical work involving considerable contact with the general public in registering and processing title transfers for vehicles, mobile homes and boats; issuing hunting, fishing and business tax receipts; assisting in tax related work; conducting examinations for motor vehicle driving licensure and processing reports.

DUTIES

Note: Depending on assigned area of responsibility, employees in this position may perform some or all of the activities described below.

Ability to perform the following, with or without a reasonable accommodation under the ADA:

- Assist the public in person using current technology available.
- Process motor vehicle and driver license transactions. Issue hunting and/or fishing licenses and business tax receipts
- Administer written and vision examinations for driver license applicants
- Collect and process payments for customer transactions
- Enter data correctly and consistently into computer terminal. Assure that required forms, documents, signatures, etc. are present, prior to completing transaction. Verify ID numbers and odometer readings.
- Process affidavits, registrations and forms. Type title transfers, corrections, tag/decal replacements, and various permits
- Operate normal and specialized office equipment.
- Balance cash drawer and related reports.
- Provide excellent customer service to the public.
- Restock workplace with forms, decals, license plates and other required items.
- Assist in maintain a clean and orderly workplace/office.
- Process current and delinquent tax payments.
- Work independently.
- Process both motor vehicle and driver license transactions.
- Perform related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Cashiering and money handling.

Ability to:

- Demonstrate proficiency in office policies and the laws, regulations, practices and procedures.
- Understand and carry out oral and written instructions.
- Maintain records and prepare forms.
- Make mathematical calculations with speed and accuracy.
- Operate a keyboard, calculator and computer with speed and accuracy.
- Establish and maintain effective working relationships with co-workers, and the general public.
- Communicate effectively with others in written and oral form.
- Read for comprehension.

PHYSICAL SKILLS

Ability to perform the following, with or without a reasonable accommodation under the ADA:

- Sit or stand for extended periods of time.
- Retrieve and distribute license plates, forms and related items.
- Travel to and from vehicles; walk, climb steps and lean over/in vehicle to verify vehicle identification numbers and odometer readings.
- Lift and carry up to 40 pounds.

ATTENDANCE

Current office hours are 8:30 A.M.-5:00 P.M. Monday through Friday; and 8:30 A.M. - 12:00 P.M. Saturdays. Employees work Saturdays on a rotating basis. Overtime maybe required both before and after regular work hours and sometimes on Saturdays. Office hours and work hours are subject to change

EDUCATION, TRAINING AND EXPERIENCE

- Graduation from an accredited high school or possession of an acceptable equivalency diploma.
- One (1) year experience in customer service duties involving public contact preferred.

A comparable amount of education, training, skills or experience may be substituted for the minimum qualifications.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

- Valid Florida driver license required for advancement to higher level positions.

SPECIAL NOTE

In accordance with Florida Statutes 322, a minimum age of 21 years is required for employees assigned to conduct driver license road examination