



MIKE FASANO

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

Job Description

JOB TITLE: Customer Service Representative I-II-III-IV-V

GENERAL DESCRIPTION

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

ESSENTIAL FUNCTIONS

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 customers using current technology available and delivering excellent customer service.
- Operate normal and specialized office equipment.
- Ability to read.
- Work independently.
- Sit, stand, or otherwise remain in a stationary working position for extended periods of time.
- Stand, stoop, and bend in order to procure license plates, forms, and related items on shelving units.
- Travel to and from vehicles in the vehicle identification number check area.
- Climb steps and lean over/into vehicle to verify vehicle identification numbers and odometer readings.
- Lift and carry up to 40 pounds.
- Demonstrate proficiency and understanding in office policies and the laws, regulations, practices, and procedures.
- Communicate with individuals, solely or in a group setting, with accuracy, efficiency, and friendliness.
- Make mathematical calculations with speed and accuracy.
- Knowledge of cashiering and money handling.
- Operate a keyboard, calculator, and computer with speed and accuracy.
- Communicate effectively with others in written and oral form.
- Understand and carry out oral and written instructions.
- Perform Customer Service Representative related work as required.
- Provide excellent customer service to the public.

JOB DUTIES

- Administer written and vision examinations for driver license applicants.
- Retrieve and distribute license plates, forms, and related items.
- Collect and process payments for customer transactions.
- Enter data correctly and consistently into computer terminals.
- Assure that required forms, documents, signatures, etc... are present prior to completing transactions.
- Process motor vehicle and driver license transactions.
- Issue hunting and/or fishing licenses.
- Process business tax receipts and tax payments.
- Verify vehicle identification numbers and odometer readings.
- Process affidavits, registrations, and forms.
- Type title transfers, corrections, tag/decal replacements, and various permits.
- Balance cash drawer and related reports.
- Ability to perform and process all other Tax Collector transactions.
- Restock workplace with forms, decals, license plates, and other required items.
- Assist in maintaining a clean and orderly workplace/office.
- Maintain records and prepare forms.
- Establish and maintain effective working relationships with co-workers and the general public.

Attendance

- 40 hours weekly (approximately).
- Monday through Friday.
- Mandatory Saturday's on a rotating basis. May result in overtime compensation.

MINIMUM QUALIFICATIONS

- Valid Florida driver license or Florida I.D.

PREFERRED 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.

DISCLAIMER

The Offices of Mike Fasano, Pasco County Tax Collector prides itself on outstanding customer service and servant leadership. The Pasco County Tax Collector's Offices serve numerous individuals with a wide range of personalities, ethnicities, cultural and religious backgrounds, ages, disabilities, and language barriers who require its services. Upon assuming this role with the Pasco County Tax Collector's Office, the employee will be expected to provide and meet the excellent customer service standards the Pasco County Tax Collector's Office upholds to every customer the employee serves and interacts with.