



Tax/Tag Specialist I (2995)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 8

Safety-Sensitive: No

Purpose

The purpose of this classification is to provide customer service in processing documentation and payments for various taxes and motor vehicle tags and registrations.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Distinguishing Characteristics:

This is the first level within a multiple level series. Incumbents in this classification perform routine duties under general supervision and utilize limited initiative and judgment.

Typical Duties

Provides customer service: assists customers; provides information and answers questions and concerns; responds to open records requests in accordance with legal guidelines; investigates and resolves questions, issues, and technical problems related to tax accounts, tax code interpretation, and department procedures; and directs customers to appropriate department or individual as necessary.

Serves as receptionist: answers phone and assists callers; determines nature of the caller's business and responds accordingly; and takes messages or directs calls to appropriate person or department.

Processes motor vehicle titles and tags: reviews titles and verifies information; receives payments for titles and tags; processes motor vehicle titles by entering data in computer and issuing tag; and files and maintains associated documentation.

Processes motor vehicle tag renewals: receives pre-bill or driver's license from customer to renew tags; finds customer information in computer program; verifies customer address and vehicles; receives payments for vehicles; and receives and files documentation after customer has signed.

Processes manufactured home titles: verifies manufactured home title; receives necessary documentation; processes manufactured home title in computer systems; and files associated documentation.

Performs cashier duties: calculates various taxes and fees; assesses penalties; receives monies in payment of taxes, fees, insurance lapse fees, fines, and other departmental fees or services; records transactions; issues receipts; makes cash drops; balances cash to documentation; performs daily balance of cash, check, credit and debit transactions; and secures cash drawer at close of day.

Analyzes, interprets and evaluates information obtained from state records and other legal instruments; determines legal ownership and proper course of action regarding motor vehicle registration and titling;

verifies identification, proof of residency, correct ownership, perfection of lien, and other documentation; issues license plate types; issues correct year decal and handicap decals as mandated; and monitors assigned inventory.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required; supplemented by one year of experience in customer service or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

Created July 2019