

JOB DESCRIPTION

Customer Service Specialist

DEPARTMENT: Customer Service

EXEMPT/NON-EXEMPT: Non-Exempt

TITLE: Customer Service Specialist

POSTED DATE: 01/20/23

BENEFITS: Retirement, Longevity, Health, Dental, Vision, LTD, Life Insurance and more

PAY RANGE: \$40,000 - \$48,000

We are looking for a Customer Service Specialist that will help promote and uphold the values, mission, and goals of Denton Central Appraisal District. An expert in providing outstanding customer service experience and resolution through knowledgeable analysis and efficiency in tools navigation; delivers a timely response to citizens and organizations that have an interest in the appraisal records on file with the appraisal district office to ensure customer satisfaction.

DUTIES & FUNCTIONS

Greet and assist taxpayers and various local entities on the telephone and at DCAD's customer service counter, in a positive and timely manner, regarding property tax appraisal.

Clearly communicate Texas Tax Law, Texas Property Tax Code, and DCAD internal operating procedures regarding exemption qualifications, application status, exemption amounts, various deadlines, and general information about other property tax related items.

Must understand and be able to convey the appraisal, equalization, assessment, and collection phases that prescribe the administration of ad valorem taxes in the State of Texas.

Process and maintain various homeowner exemption applications and address correction data in DCAD's database. Accurately file and retrieve various documents within DCAD's filing systems.

Provide technical and clerical support to various departments in the appraisal district for tasks like filing, data entry and phone support.

From time to time, employees will use personal vehicles to make deliveries to area tax offices. Employees will be required at times to deliver mail to and from the US Post Office.

Process incoming and outgoing mail for the District. Monitor available postage on the mail machine and process daily postage logs.

Correctly receive, monitor, and route telephone calls throughout the District, and utilize email and voice mail for messages.

Perform other tasks as assigned.

KNOWLEDGE & SKILLS

Proper use of record indexing, retention and coding in order to keep records in sequence within each filing system.

Proven customer service ability and personality.

Has a good understanding of basic computer skills and the ability to learn how to use proprietary software quickly.

Possesses the ability to communicate effectively in person, over the phone and via text.

Exhibit self-motivation, the ability to move fluidly between tasks and pay close attention to small details.

Exhibit the ability to prioritize tasks and complete them in a high-pressure environment.

Considerable judgment must be exercised in handling and routing telephone calls using a multi-line telephone system.

Knowledge and use of software such as Google Drive, Google Docs, and Google Sheets.

General filing skills such as alphabetizing, indexing and coding documents.

Must have strong problem solving and time management skills.

REQUIREMENTS

Education:

Some college preferred.

Experience:

Two years' experience in a customer service position with background associated in having direct contact with customers either on the telephone or in person, or related experience in a clerical office environment filing and indexing records, preparing and sending formal written correspondence, answering and providing telephone support, and providing clerical support to other departments within the organization.

It is essential to have a high degree of accuracy. Clerical errors can cause severe problems for the Appraisal District. Legal action and tax payment refunds could be a result.

Good verbal and written communication skills are essential. Must be able to communicate with other employees, the public and taxing jurisdictions on the telephone and in-person. Must be able to distribute information and resolve issues in a professional and polite manner.

Must demonstrate an understanding and knowledge of the Texas Property Tax Code within six months of hire.

Must be willing to collaborate and share ideas and experiences in a group dynamic.

Must have knowledge and desire to follow the District's cultural goals, core values and objectives.

Employees of the District shall not be permitted to perform any type of fee appraisal work and property tax consulting services in or out of Denton County. They are also prohibited from performing any type of real estate activity involving the personal use of the employee's real estate license or broker license within Denton County.

Employees of the District shall not be permitted to engage in outside employment, where such employment may reflect negatively or create an appearance of impropriety upon the District, the County, or any taxing jurisdiction within Denton County.

SUPERVISION

This position reports directly to their Supervisor and then to the Department Manager. Periodically, directives will be given directly from the Deputy Chief or Chief Appraiser of the District.

This position has no supervisory responsibility over another employee.

WORK HOURS

Normal work hours are 8 am until 5 pm, Monday through Friday. Although, a seasonal flex schedule is offered. Those work hours are from 7:30 am to 5:30 pm, with every other Friday off. Periodically, it will be necessary to work past five and on weekends.

WORK HAZARDS

Majority of the work is performed in a traditional office environment. At times, lifting of heavy boxes or equipment may be required.

I hereby verify that I have read and understand this job description. I understand that this job description is subject to change when the responsibilities of the job change. Further, I understand that I will be expected to perform in total accordance with this job description within six months of being hired.

EMPLOYEE: _____ DATE: _____

MANAGER: _____ DATE: _____