

JOB DESCRIPTION

Customer Service Supervisor

DEPARTMENT: Customer Service

EXEMPT/NON-EXEMPT: Exempt

TITLE: Customer Service Supervisor

POSTED DATE: 10/03/2022

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

PAY RANGE: \$90,000 - \$95,000

DUTIES & FUNCTIONS

Lead and assist the customer service department in providing the best service possible to the public.

Interact effectively and diplomatically with the public regarding exemption-related matters, deferrals, correction of ownership, address data and various other property tax related items.

Possess and maintain a thorough knowledge of all functions and laws relating to homeowner exemptions. Must stay abreast of changes in tax laws regarding homeowner exemption.

Respond to escalated issues requiring sensitivity and sound judgment; take action to facilitate solutions where appropriate; receive and respond to correspondence and telephone calls, provide information and handle issues, requests and complaints.

Humbly accept and convey positive comments from the public, other employees of the district and the manager.

Train new hires on DCAD operating policies and procedures.

Provide day-to-day leadership to ensure a high performance, customer service-oriented work environment that supports achieving the Department's and the District's mission, objectives and values.

Maintains the daily schedule to ensure complete coverage for our customer base.

Assign and review work for conformance with the Texas Property Tax Code, Texas Property Tax Law, Texas Constitution and DCAD internal operating procedures.

Communicate with the Customer Service Manager to coordinate day to day operating tasks & to meet annual customer service requirements.

Collaborate with outside appraisal districts in sending & receiving information.

Provide guidance regarding exemption-related matters to other department employees and the District. Must be able to utilize problem-solving skills as necessary. Other DCAD employees will from time to time ask questions and seek solutions regarding tax law for homeowner exemption matters. Employee must diligently attempt to answer such questions and offer solutions.

Collect data and prepare reports for management, using DCAD's appraisal software application, Google Docs, Google Sheets, or Excel.

Write departmental operating procedures to clarify DCAD policies and procedures regarding exemption related matters as required.

Embody a desire to serve the citizens of Denton County to the fullest extent of the highest levels of professionalism.

Provide a high level of Customer Service to all citizens of Denton County with honesty, integrity and fairness in all dealings while making a difference in the community.

Analyze department reports for informational content to identify input errors, troubleshoot, and support quality control for the purpose of an accurate tax roll.

Assumes difficult and specialized customer service situations, involving upset and dissatisfied property owners and requiring sensitivity and sound judgment; takes action to resolve complaints where appropriate; receives and responds to correspondence and telephone calls, providing information and handling issues, requests and complaints.

Must be able to calculate and figure tax levies, Over-65 Tax Ceilings, and tax pro-rations on any given property using methods prescribed in the Property Tax Code.

Manage the department in the absence of the Customer Service Manager.

Perform other duties as assigned by the Customer Service Manager.

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 phone 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 the Department Manager. Periodically, directives will be given directly from the Deputy Chief or Chief Appraiser of the District.

This position has supervisory responsibility over other employees.

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.

Verbal abuse by the public in person and over the telephone is a possibility.

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: _____