

LEE COUNTY PROPERTY APPRAISER POSITION DESCRIPTION

CALL CENTER REPRESENTATIVE

Department: Public Service Information

Classification: Non-exempt

Reports to: Public Service and Exemptions Manager

POSITION OBJECTIVE & SUMMARY

In a call center environment, provide service to the public through professional and courteous interaction. Determine needs, provide general information, answer inquiries and assist in resolving taxpayer issues.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Provides assistance and information to taxpayers and the general public by responding to routine questions/complaints.
- Obtains and evaluates all relevant data to resolve customer support related issues and provide proper solutions. Transfers or routes taxpayer calls with complex inquiries to appropriate staff.
- Completes call reports and logs and informs manager regarding the trends of external customer calls.
- Sort and organize mail received via USPS by department, or by individual as specifically addressed.

COMPETENCIES: KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of principles and practices of proper professional telephone etiquette.
- Skill in the use of Microsoft Office applications (Word, Outlook).
- Ability to communicate effectively and professionally, verbally and in writing, working cooperatively with others; bilingual helpful, but not required.
- Ability to work independently and provide solutions to routine problems encountered with the public.
- Ability to perform detail-oriented tasks in a high volume work environment.
- Ability to operate telephone, personal computer and standard office equipment.

EDUCATION / TRAINING / EXPERIENCE

Graduation from high school or GED equivalent. One (1) year customer service experience and basic computing skills; experience in the application of personal exemption laws preferred; or applicable training and experience which provides the required knowledge, skills and abilities to successfully perform the essential functions of the job. Attainment of Certified Florida Evaluator (CFE) designation encouraged.

WORK ENVIRONMENT & PHYSICAL DEMANDS

The work is performed in an office setting with prolonged periods of sitting with some standing, bending, stooping, squatting, and/or reaching. Specific vision abilities required by this job include attention to a computer monitor for approximately 95% of the work day. The employee may occasionally be required to lift 10/25 pounds.

OTHER DUTIES

This position description does not constitute an employment agreement between the employer and employee. The listed job specifications should not be construed as a comprehensive listing of activities, duties or responsibilities that are required of the incumbent. Duties are subject to change at any time as the needs of the employer and requirements of the job change.

Date: April 5, 2016