

LEE COUNTY PROPERTY APPRAISER POSITION DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE

Department: Public Service Information

Classification: Non-exempt

Reports to: Public Service and Exemptions Manager

POSITION OBJECTIVE & SUMMARY

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 public by responding to routine questions/complaints; routes complex taxpayer inquiries to appropriate staff.
- Answers taxpayer inquiries regarding other facets of Lee County Government, and direct calls to corresponding departments.
- Assists taxpayers in locating properties online and navigating the organization's website.
- Enters and updates information in computer systems.

COMPETENCIES: KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of principles and practices of proper professional telephone etiquette.
- Skill in the use of Microsoft Office applications (Word, Excel, and Outlook).
- Ability to communicate effectively and professionally, verbally and in writing, working cooperatively with others; bilingual (English/Spanish) preferred.
- 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 required.

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: January 5, 2023

Pay Range: \$30,900 - \$55,440 CWE