

CUSTOMER SERVICE TECHNICIAN 2

Job Code	Pay Grade
23068	CL10

Nature of Work

This is advanced, analytical, and technical customer service work and the highest level of an established career ladder, covering complex specialized office work that requires heavy public contact within the various departments and divisions under the Tax Collector. This classification is differentiated from the lower level Customer Service Technician 1, due to the advanced level of subject matter knowledge, confidence, and independent performance of highly complex assignments required. An employee in this class reviews, creates, modifies, updates, and processes a wide variety of confidential records and legal documents in accordance with Florida Statutes, County Ordinances, Department of Revenue (DOR), Department of Highway Safety & Motor Vehicles (DHSMV), Florida Fish and Wildlife Conservation Commission (FFWCC), U.S. Bankruptcy Court, and other government agencies' rules and regulations. Work involves advanced customer service and cashiering duties and a broad range of tasks within several technical subject matter programs and the variety of work differs depending on the area of assignment. Promotion to the next level in this job family will be competitive.

Minimum Qualification Requirements

- 18 months experience in a Florida Tax Collector's Office/DHSMV agency; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Possess and maintain a valid Class E or above Florida Driver License in good standing.
- Be at least 21 years of age and compliant with Florida Statutes 322 (for administration of road tests).
- Incumbent to apply for and maintain Florida Real Time Vehicle Information System (FRVIS) and/or Florida Driver License Information System (FDLIS) Access Authorization, per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64, and PCTC Employee Access to Confidential TD Tax Information per Florida Statue 213.053 and Department of Revenue Rules and Regulations 12-22.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Appointing Authority retains the discretion to promote employees into this role non-competitively or competitively after a candidate meets the minimum qualifications and satisfies the Appointing Authority's criteria for career ladder promotion.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Performs advanced, complex Tax Rolls work, such as calculating and posting changes to the real estate and personal property tax rolls, installment or escrow accounts, tax deed applications, tax certificate transfers through other automated systems including TaxSys software application.
- Assists less experienced staff with complex situations related to various program areas.
- May have responsibility for audit, funds reconciliation and inventory management for PCTC, Electronic Filing System (EFS), and private processing partners.
- Provides a wide variety of specific complex, technical, and supportive services and information to the general public, in person or by, telephone, mail, or Internet access.
- Conducts investigations by way of various computer databases; oversees and acts in concert with third-party field agents in administrative support of Bankruptcy, Delinquent tangible tax, and garnishment payment enforcement.
- Conducts full citizen/non-citizen applicant and document screening, by analyzing and verifying legal documents, prior to processing and/or issuance of any documents or information, per Federal regulations.
- Accesses Florida's FRVIS/FDLIS on-line computer databases, conducts research and analyzes information for eligibility for Driver Licenses.
- Performs technical work related to DHSMV/DMV Motor Vehicle, Vessel, other motorized vehicles, trailers, and Mobile Home titles; new, used, Florida transfers, and Out of State transfers; issues registrations; new, renewals, duplicate and replacement decals, license plates, electronic temporary registrations, parking permits, and issues personalized license plates. Collects sales tax for DOR.

CUSTOMER SERVICE TECHNICIAN 2 (continued)

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23088	CL10

Illustrative Tasks (continued)

- Performs technical work related to DHSMV/DDL Florida Driver License and Identification cards; new, renewals, duplicates and replacements.
- Researches, reviews, and analyzes complex legal information and documents to determine eligibility for reinstatement of licenses due to various sanctions, in compliance with the Federal REAL ID Act and other regulations.
- Performs medical screening to determine license eligibility
- Issues licenses using various online tools and websites.
- Administers vision examinations and referrals.
- Researches and determines eligibility, per Florida statutes, for original, renewal and replacement licenses.
- Proctors and grades written examinations, as needed.
- Administers medical screening, knowledge examinations, via verbal, electronic, and audio formats, and road skills examinations, which may include extended road tests in traffic.
- Operates, troubleshoots, and performs minor technical repairs on specialized cameras, card printers, scanners, signature pads, vision testing equipment, Q-Flow queuing system, and other electronic and automated office equipment.
- Performs work related to Organ and Tissue Donor Program and various charitable organizations, including processing and collection of fees and donations.
- Completes application and administers the oath for Voter Registration.
- Researches, verifies, creates payment plans and collects real estate, personal property and tourist development taxes through other automated cashier systems, including TaxSys software application.
- Performs specialized transactions related to FFWCC by determining the eligibility and issuance of resident/non-resident, per Florida statutes, for the issuance, replacements, and specialty licenses for Hunting and Fishing.
- Accurately determines fees to be collected by utilizing various complex fee schedules for all services.
- Performs complicated cash handling, balancing, and receipting duties involving currency, checks, money orders, credit/debit cards, and advanced deposits.
- Participates fully as a member of the Tax Collector's Intranet community; SharePoint, Outlook, Word, and Excel. Utilizes other agency's websites, including but not limited to Property Appraiser, Clerk of Court, DOR, DHSMV, FFWCC, and the Florida Law Library.
- Performs related work as required.

Knowledge, Skills, and Abilities

- Knowledge of advanced business English, spelling and arithmetic.
- Knowledge of a broad range of complex electronic and technical automated office procedures and practices.
- Knowledge of the laws, ordinances, and DOR, DHSMV for DDL and DMV, and FFWCC rules and regulations pertinent to the area of assignment.
- Knowledge of investigative principles and techniques.
- Moderate knowledge of Microsoft Word, Excel, Outlook, Internet and Intranet access routines.
- Skill in typing accurately at a reasonable rate of speed and entering data accurately.
- Ability to interact and communicate appropriately with the public face-to-face, by phone, or by email in an efficient, effective and courteous manner.
- Ability to review and understand complex legal information and documents.
- Ability to independently and accurately make appropriate decisions in accordance with laws, ordinances, rules, regulations, policies, and procedures.
- Ability to communicate verbally and in writing in a clear, effective, and courteous manner.

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Created	EEOC Code	Overtime Code
11/14	Administrative Support	Classified