

# FRANKLIN COUNTY

An Equal Opportunity Employer

Page 1

## POSITION DESCRIPTION

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<b>Employee Name:</b>	<b>Position Title:</b> Customer Service Clerk
<b>Dept. /Div.:</b> Treasurer's Office (Customer Service)	<b>Employment Status:</b> Full-time
<b>Reports to:</b> Customer Service Supervisor	<b>FLSA Status:</b> Non-exempt
<b>Normal Hours:</b> Monday-Friday 8:00 a.m.-5:00 p.m.	<b>EEO Status:</b> f – Administrative Support

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### GENERAL DESCRIPTION:

This position is primarily responsible for the handling of customer requests and inquiries concerning real estate.

### QUALIFICATIONS:

 An example of acceptable qualifications:

Completion of secondary education (high school diploma/GED); Notary Public License; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

### LICENSURE OR CERTIFICATION REQUIREMENTS:

None.

**EQUIPMENT OPERATED:** The following are examples only and are not intended to be all inclusive:  
Personal computer and applicable applications, and other modern office equipment.

### INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee is exposed to chemicals commonly found in an office environment (e.g., toner, correction fluid, etc.); may be exposed to irate or emotionally distraught individuals; works in conditions requiring long periods of sitting and computer work that may cause problems and/or irritate back, neck, and wrists; exerts up to 10 pounds of force occasionally, and/or a negligible amount of force frequently while lifting, carrying, pushing, or pulling objects.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

### JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

### ESSENTIAL FUNCTIONS OF THE POSITION:

 For purposes of 42 USC 12101:

- 60% (1) Interacts with and responds to inquiries from taxpayers, mortgage companies, title companies, and other customers concerning real estate and personal property taxes in a timely, professional manner both in person and via phone; aids walk-in customers with real estate taxes; conducts research on payments/parcels; provides reports concerning personal property tax upon request.
- 20% (2) Updates tax bill mailing addresses for taxpayers; imports address changes and conveyance forms into Intellivue; performs quality control by reviewing all conveyance forms completed on the previous day's work; prepares issue log for misapplied payments.

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Page 2

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- 10% (3) Verifies electronic bills files; proofs and mails real estate tax bills; picks up and sorts daily mail for the office; maintains proper mail room standards; operates folder/insert machine for mailings; transports tax bills to various departments; post payments of personal property tax to the appropriate fund; sends balance due notices for unpaid personal property tax after payments have been posted.
- 5% (4) Cross trains in various delinquent tax areas, including bankruptcy, tax lien, reconciliation, personal property, manufactured homes, omitted tax, penalty remissions, and the Board of Revision and may serve as back-up as necessary.
- (5) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
- (6) Demonstrates regular and predictable attendance.

### OTHER DUTIES AND RESPONSIBILITIES:

- 5% (7) Performs other job related duties as required.

### MINIMUM ACCEPTABLE CHARACTERISTICS: (\*Indicates developed after employment)

**Knowledge of:** modern computer skills and computer applications, including but not limited to Microsoft Office; accounting; bookkeeping; budgeting; auditing; filing policies and procedures; government structure and process; geographic layout of jurisdiction;\* department goals and objectives;\* department policies and procedures;\* public relations; communications; office practices and procedures; news writing, editing, and reporting.

**Skill in:** computer and modern office equipment operation; operation of a motor vehicle; time management; tactfully handle irate clients and all parties making contact with office.

**Ability to:** interpret a variety of instructions in written, oral, picture, or schedule form; calculate fractions, decimals, and percentages; compile statistical data; read, copy, and record figures accurately; deal with problems involving variables within familiar context; read, comprehend, and interpret various laws and regulations; prepare accurate documentation, including well-written reports and routine correspondence; communicate effectively via telephone and face-to-face with public and with all levels of County and outside agency personnel; respond to routine and sensitive inquiries from public and/or officials; work independently and under stressful conditions; understand a variety of written and/or verbal communications; gather, collate, and classify information; develop and maintain effective working relationships; travel to and gain access to work site; prepare and deliver information to specialized audiences and general public.

### POSITION NUMBERS AND CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED:

None.

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**Salary:**

The Treasurer establishes his own pay ranges and salary schedules, and has some flexibility in setting the salary of the successful candidate. The salary of the successful candidate will be commensurate with experience. Entry level salary for this position is \$13.45 per hour.

**Benefits:**

The Franklin County Treasurer's Office offers an excellent benefits package that includes: health, prescription, vision, dental, and life insurance; generous vacation, sick and personal leave; paid holidays; a deferred compensation program; tuition reimbursement; credit union membership and direct deposit of net pay.

Treasurer employees are members of the Ohio Public Employees Retirement System (OPERS), which provides retirement, disability and survivor benefits for public employees.

**Application Process:**

All applicants must submit a resume and a cover letter that describes with some specificity how the applicants qualifications match those required for the position. Particular attention should be paid to the areas of teamwork, leadership and treasury operations. External applicants must submit an application for employment in addition to their resume and cover letter. Applications are available at <http://treasurer.franklincountyohio.gov/employment/> or by calling (614) 525-4449.

**The Treasurer may decline to consider any applicant who does not submit all required items or whose materials are not submitted by the deadline.**

To ensure consideration all application materials should be submitted by **5:00 p.m. Monday, November 14, 2016** to:

Phyllis Roberts  
Director of Human Resources  
Franklin County Treasurer's Office  
373 South High Street, 17<sup>th</sup> Floor  
Columbus, Ohio 43215

Receipt of applications will be acknowledged by mail, and only those applicants invited for an interview will be contacted by telephone. Applicants should not call or contact the Director of Human Resources or any Treasurer employee concerning their application.

As a part of the selection process, a candidate may be required to undergo skills tests that could include writing and other exercises to test the candidates writing ability and understanding of the Treasurer's office and other subjects. Candidates who indicate knowledge of a second language or American Sign Language will be required to demonstrate those skills. The successful applicant may be required to undergo a criminal record check and background investigation.

This position is not a member of a bargaining unit. The Treasurer is an Equal Opportunity Employer and does not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation or disability.