

Job Title: Public Relations Representative
Department: Public Relations
Reports to: Public Relations Director
Salary: \$30,614-\$42,860/Grade 2 *Excellent Benefits Package

SUMMARY

The Franklin County Auditor's Public Relations Division is the first line public contact area for Franklin County Auditor's Office (FCAO) information. The Service Representatives provide information to walk-in and phone customers using tax, appraisal and mapping software systems, sales of real estate appraisal cards, maps, and data CDs, customer support for the Auditor's webpage, directing customers to other county offices, plus assisting other departments with projects as needed.

The successful candidate must become knowledgeable of the FCAO operations and a general knowledge of all areas within the Auditor's Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Job responsibilities will include but are not limited to:

- Assisting constituents via the phone, email or in person.
- Setting and reaching goals and objectives for self; continued development and training.
- Providing assistance and support to staff and other divisions of the FCAO.
- Understanding and supporting diversity.
- Calculating annual property tax assessments.
- Advance preparation and participation in FCAO related events.
- Work in partnership with community based providers.
- Assist to develop and promote Public Relations opportunities and branding of FCAO.
- Maintain a professional appearance and demeanor.
- Must be dependable and reliable.
- Providing a consistent message throughout the FCAO and to constituents.

COMPETENCY

To perform this job successfully, an individual should demonstrate the following competencies:

- Excellent communication, customer service and professional telephone skills.
- Experience in use of a personal computer, printer, copier, fax and telephone systems.
- Ability to conduct research using multiple resources.
- Ability to read maps.
- Detail oriented and the ability to perform daily work efficiently with minimal errors.
- Ability to operate cash register.
- Ability to compose letters and memos.
- Problem-solving skills with an ability to prioritize and work independently.
- Strong organizational skills with the ability to multi-task.
- Proficient in Microsoft Office products and the Internet.

EDUCATION/EXPERIENCE

The education and experience requirements listed below are representative of this position's requirements.

- High School diploma or equivalent with some post-high school training in an area related to Customer Service.
- One year Customer Service experience, preferably in call center environment or training. Experience which provides the desired knowledge, skills, and abilities necessary to perform the position's essential duties and responsibilities.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. For this position, one must possess mobility to work in a standard office setting as well as external field work. This would include dealing with outside weather elements: rain, cold and heat. For this position, one must possess the ability to operate, maneuver and/or control the actions of machinery, and/or materials used in performing essential job functions including a computer, printer, copier, fax machine, telephone system and general office equipment. Tasks require the ability to exert moderate physical effort, typically involving some combination of sitting, standing, talking, reaching, bending and walking. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AN EQUAL OPPORTUNITY EMPLOYER