

Martin County Tax Collector

Customer Service Technician

Job Description

Job Title – Customer Service Technician

Department: Motorist Services

Reports to: Assistant Manager, Department Manager, Chief of Motorist Services

Prepared Date – 01/16/2014 revised 6/2018

Summary: Processes transactions for customers

Essential Duties and Responsibilities: Include the following description and other duties as assigned.

Collect and process payments for transactions.

Operate an online computer terminal for processing transactions.

Answer questions by phone or in person concerning rules, regulations, and requirements.

Process motor vehicle and vessel renewals.

Apply for and issue motor vehicle and vessel titles.

Issue disability parking placards.

Issue Hunting and Fishing licenses.

Evaluate documentation for driver license applications.

Issue driver license and identification cards.

Scores examinations, vision and driving

Operate camera equipment.

Accept payments for ancillary services offered by organization

Ability to follow office and departmental policies and procedures, answer telephone calls in a fast, courteous and effective manner, deal with customers and coworkers in a tactful and courteous manner, organize and file materials, ability to understand and implement rules, regulations, policies and procedures.

Ability to work independently, able to plan, organize, coordinate and prioritize work assignments.

Ability to communicate effectively, able to establish and maintain effective working relationships with others.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

High School diploma or general equivalency degree (GED).

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization. Able to establish and maintain effective working relationships with others.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Ability to follow organization and state policies regarding delivery of services.

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized software.

To perform this job successfully, an individual should have knowledge of Database software and Internet software.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms to talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees should have the ability to travel to a branch or main location when requested to do so.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

CST I: It is expected that a CST I is still in a training mode and should have a good basic knowledge of the job. They should be able to find answers in manuals with some help. They should be willing to take on extra tasks with some supervision. As Customer Service is the number one priority, it is expected that even at a beginning level, this task is performed at a very high level of courtesy and consideration.