

# CUSTOMER SERVICE SPECIALIST

Recruitment #2001-4446-001

<b>List Type</b>	Original
<b>Requesting Department</b>	CITY TREASURER
<b>Open Date</b>	1/15/2020 09:05:00 AM
<b>Filing Deadline</b>	2/5/2020 11:59:00 PM
<b>HR Analyst</b>	Deidre Steward

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## INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

## PURPOSE

Under the direction of the Customer Services Manager, the Customer Service Specialist assists in a professional capacity in the performance of various customer service, tax billing and collection, and system maintenance functions.

## ESSENTIAL FUNCTIONS

### Supervisory Responsibilities

- Assist in training the Customer Services Division's staff in division operations, methods, and procedures.
- Directly supervise and oversee one-half of the regular full time staff, assuring department policies and standard operating procedures are followed.
- Supervise temporary in-house taxpayer customer service and mail processing operations staff during the current tax collection period (December 1 to February 5).

## Tax Billing and Collection

- Answer telephone inquiries and answer routine correspondence regarding tax collection, contemplated special improvement bonds, delinquent tax collection, and records maintenance.
- Process real estate and personal property tax payments and special improvement bond payments through the Munis Tax System and the iNovah Cashier System.
- Prepare lottery and gaming credit forms and direct debit ACH tax payment forms.
- Prepare tax searches for attorneys, lending agencies, abstract companies, and realtors.
- Issue duplicate combined property tax bills and collect any fees due.
- Research and prepare tax and special improvement bonds information for Certified Survey Maps. Collect, document, and reconcile pre-payment of taxes.
- Affect the application for, or cancellation of, direct debit ACH installment tax payments to the Munis Tax System, and send confirmation correspondence of such actions to applicants.
- Affect the application for, or cancellation of, State Lottery and Gaming Credits to the Munis Tax System.
- Maintain customer services division records according to the adopted record retention schedule.
- Research payment application issues; make any necessary corrections to the Munis Tax System; and process such corrections through the iNovah Cashier System.
- Print Department of Public Works (DPW) accounts receivable invoices.
- Sort and process rejected lock box payments.
- Process lock box manual deposits and maintain log of deposits made and the application of all such payments.
- Update and maintain the Munis Tax System mailing address file.
- Confer with taxpayers and their legal counsel regarding tax account status, payments, complaints, and ownership difficulties through office visits, written correspondence, and/or telephone contact.
- Serve as the City Treasurer Department liaison to outside agencies or individuals requesting tax account information.
- Service lending institutions regarding escrow agent bill requests, and assist agencies in making payments on delinquent tax accounts.
- Annually, prepare combined property tax bills for distribution to requesting agencies.

- Perform as an agency for those combined property tax bills requiring special handling.
- Maintain agency master register.
- Research and analyze credit and debit memos received from the lock box agent; prepare related documents; and process through the iNovah Cashier System.
- Research refund checks over \$1,000 to assure the correct payer is refunded.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## MINIMUM REQUIREMENTS

1. Bachelor's Degree in business administration, accounting, or finance from an accredited college or university.
2. Two years of professional or supervisory experience in banking, customer service, or treasury functions.

*Equivalent combinations of education and experience may be considered.*

**IMPORTANT NOTE:** *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*

## KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to master City operating and accounting procedures and systems applications.
- Knowledge of principles and practices of providing customer service.
- Sound understanding of accounting principles and interest and penalty calculations; ability to accurately calculate figures.
- Ability to read survey maps and plats.
- Ability to understand real estate and property tax law.
- Ability to effectively lead a team of clerical and customer service staff, providing a motivating environment that fosters professional customer interactions.
- Ability to read and understand policies, standard operating procedures and other technical documents.

- Written communication skills to be able to prepare correspondence, forms, reports and procedures.
- Oral communication skills to explain and convey ideas and instructions to both other financial professionals and to those outside the profession.
- Computer skills to be able to create documents, spreadsheets and reports; use payment processing databases; and learn, design, develop and execute functions using departmental software applications.
- Analytical skills to be able to research and review information to offer solutions.
- Ability to remain composed, diplomatic and positive, even when customers are upset.
- Ability to provide excellent customer service to citizens and work cooperatively with coworkers from all economic, educational and cultural backgrounds.
- Ability to maintain accuracy and attention to detail while multitasking in a fast-paced work environment.
- Honesty and integrity and the ability to maintain confidentiality.

## CURRENT SALARY

The current salary range (1BX) is \$48,670-\$67,616 annually, and the resident incentive salary for City of Milwaukee residents is \$50,130-\$69,644. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to the approval.*

*The City of Milwaukee provides a comprehensive benefit program which includes:*

- *Defined Benefit Pension Plan*
- *457 Deferred Compensation Plan*
- *Health and Dental Insurance*
- *Comprehensive Wellness Program*
- *Onsite Clinic Services*
- *Onsite Employee Assistance Program*
- *Alternative Work Schedules*
- *Long Term Disability Insurance*
- *Group Life Insurance*
- *Tuition Benefits*
- *Paid Vacation*
- *11 Paid Holidays*
- *Paid Sick Leave and other paid leaves*
- *Flexible Spending*
- *Arrangement Commuter Value Pass*

*For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.*

## **SELECTION PROCESS**

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **Wednesday, February 5, 2020**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

## **ADDITIONAL INFORMATION**

**APPLICATIONS** and further information can be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## **CONCLUSION**

*EEO 202*

*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*