

CUSTOMER SERVICE REPRESENTATIVE II (*part-time*)

Office of the City Treasurer

The eligible list resulting from this examination may be used to fill both part time and full time openings. It may also be used to fill other similar City of Milwaukee vacancies.

PURPOSE:

The person in this position serves customers and provides clerical support at the journey level to the Customer Services Division, which is responsible for tax collection, contemplated special improvement bill collection, delinquent tax collection, and accounts receivable bill collection.

ESSENTIAL FUNCTIONS:

- Answers telephone inquiries from the public, City departments, and government agencies regarding property taxes, special improvement bills, and account receivable bills.
- Assists customers at the service counter regarding property taxes, special improvement bills, and account receivable bills.
- Prepares automated tax payment and special improvement bond billing statements, lottery and gaming credit forms, and direct debit ACH tax payment forms.
- Prepares tax searches for attorneys, lending agencies, abstract companies, realtors, various businesses, and the public-at-large.
- Issues duplicate combined property tax bills, special improvement bills, and account receivable bills.
- Sorts, processes, copies, and distributes various deposit slips, reports, and rejected payments as directed.
- Updates and maintains the City's automated tax collection system mailing address file.
- Files delinquent payment envelopes, payment coupons, and delinquent tax collection correspondence and reports.
- Time-stamps, opens, sorts, and distributes office mail.
- Processes property tax bill, special improvement bill, and accounts receivable bill payments received by mail.
- Researches and re-mails delinquent tax bills and collection letters that are returned.
- Researches returned NSF checks and ACH payments tendered for tax payment, prepares needed Financial Management Information Systems (FMIS) transaction documents, prepares tax statement cancellations, and prepares and mails notices to affected taxpayers regarding payment cancellations.
- Updates and maintains pre-paid taxes database.
- Types correspondence and compiles and maintains Standard Operating Procedures (SOP's) for current job duties.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Four years of office support job experience, including two years of experience performing customer service work in an office setting serving the public in person or on the telephone and providing clerical support.
 - *NOTE: Equivalent combinations of education and experience may also be considered.*

DESIRABLE QUALIFICATIONS:

- High school diploma or GED.
- Training in office practices and procedures and/or customer service.
- Experience using Microsoft Access, Excel, Word, the Internet Explorer, and Outlook/email.

Customer Service Representative II, part-time (City Treasurer)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of principles and practices of providing customer service.
- Knowledge of mathematics and the ability to make accurate calculations.
- Knowledge of computers, including Microsoft Windows, word processing, and spreadsheet software.
- Skill in creating documents such as routine correspondence, spreadsheets and reports using Microsoft Word and Excel software.
- Computer keyboarding skills and the ability to learn and use departmental software applications.
- Superior organizational skills, including the ability to maintain multiple filing systems.
- Ability to provide excellent customer service to citizens from all economic, educational, and cultural backgrounds.
- Ability to consistently handle a high volume of telephone calls and customer inquiries on a daily basis.
- Ability to listen well and communicate effectively with customers, both in person and over the telephone.
- Ability to remain composed, diplomatic, and positive, even when people are upset.
- Ability to deal with stress while maintaining a positive demeanor.
- Ability to read and understand documents such as bills and other financial records, forms, correspondence, and reports.
- Ability to manage a high level of detail with accuracy.
- Ability to handle multiple assignments to accomplish work.
- Honesty and integrity and the ability to maintain confidentiality.

SALARY (6GN):

- The current starting hourly rate is \$17.26 for City of Milwaukee residents. The non-resident starting hourly rate is \$17.00.

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.

The examination will be held as soon as practical after **March 14, 2014**. 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.

- **NOTE:** *The City's residency requirement set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process please contact (414)286-3751.*

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling (414) 286-3751.