

# **CUSTOMER SERVICE REPRESENTATIVE I**

## **Office of the Treasurer**

**THE PURPOSE:** The person in this position serves customers and provides clerical support to the Customer Services Division, which is responsible for tax collection, delinquent tax collection, and bankruptcy administration.

### **ESSENTIAL FUNCTIONS:**

- Answers telephone inquiries from the public, City departments, and government agencies regarding tax account information.
- Prepares automated tax payment and bond statements, lottery and gaming credit forms, and direct debit ACH tax payment forms.
- Prepares tax searches for attorneys, lending agencies, abstract companies, and realtors.
- Issues duplicate combined property tax 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, microfiche, and delinquent tax collection correspondence and reports.
- Time-stamps, opens, sorts, and distributes office mail.
- Provides clerical support for delinquent tax collection as well as for bankruptcy claims and payment processing.
- Maintains real estate tax foreclosure file records and researches title reports.
- Researches and resends delinquent tax bills and collection letters that are returned.
- Researches demolition billing list from another City department for tax account and foreclosure status.
- Prepares coding requests for bankruptcy accounts on the automated tax collection system.
- Researches accounts affected by bankruptcy actions using database information from other City departments.
- Processes bankruptcy payments in accordance with bankruptcy allotted interest rates on an individual case by case basis.
- Checks status of bankruptcy cases using court voice index system or Public Access to Court Electronic Records System (PACER).
- Prepares bankruptcy claims for court filing: prepares documentation of delinquent amounts owed for court exhibits, mails documents to allow court proof of claim receipt and return, sends form letters and copies of claims to debtor's counsel, and maintains index of all cases and files for each.
- Types correspondence and compiles and maintains Standard Operating Procedures (SOP's) for current job duties.
- Performs other duties or special projects as assigned.

### **MINIMUM REQUIREMENTS**

1. Two years of full-time experience in an office setting serving the public in person or on the telephone and providing clerical support, including typing.
2. Residence in the City of Milwaukee within six months of appointment and throughout employment.

### **DESIRABLE QUALIFICATIONS**

- High School Diploma or GED.
- Training in office practices and procedures and/or customer service.

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:**

- The desire to serve the public.
- 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 read and understand documents such as bills and other financial records, forms, correspondence, and reports.
- Computer keyboarding skills and the ability to learn and use departmental software applications.
- Skill in creating documents such as routine correspondence and reports using word processing software.
- Ability to perform mathematical calculations with accuracy.
- Knowledge of office practices, procedures, and equipment.
- Ability to file quickly and accurately.
- Ability to multi-task – yet pay attention to details – in a fast-paced environment.
- Honest and able to maintain confidentiality regarding all City-related business.

**THE CURRENT SALARY RANGE (425) IS: \$31,905-\$35,296** annually.