

CUSTOMER SERVICE REPRESENTATIVE/DEPUTY CLERK

Nature of Work

This position is responsible for clerical and public collection work in the collection and recording of taxes and fees levied by the Town of Madison and the State of Maine.

The work is performed under the general supervision of the Town Manager but requires the ability to work independently following established procedures and routines. Duties normally require the handling of funds and preparation of standard forms and receipts.

Work is reviewed based upon results achieved, reports and through audits.

Examples of Work (Illustrative only)

Receives payments of property and excise taxes.

Waits on the counter, answers question and gives out information requested on real and personal property taxes, excise taxes or motor vehicle registrations.

Handles new vehicle registrations and re-registrations; facilitates transfer of plates or issues new plates and stickers.

Performs related typing, clerical and record-keeping duties.

Serves as back up to the Town Clerk, Treasurer, Tax Collector and Administrative Assistant.

Performs related work as may be required.

Requirements of Work

Knowledge of motor vehicle registration process.

Knowledge of business English, spelling and commercial arithmetic.

Considerable knowledge of modern office procedures, practices and equipment.

Ability to rapidly acquire considerable knowledge of administrative, operational, and procedural regulations and practices of the Town and various departments.

Ability to deal courteously with the public and to establish and maintain effective work relationships with other employees and the public.

Ability to work with independence in general work situations.

Ability to work in a team environment, be consistent in dealing with people; and actively listen and be sensitive to others' concerns, with or without being directly involved.

Must exclude personal bias from work performance, exercise tact and diplomacy, and strive to promote and maintain a cooperative workplace atmosphere.