



HAYS COUNTY JOB POSTING

Job Title	Customer Service Representative	Job Number	619-0342-110121
Department Head	Tax Assessor	Date Open	November 1, 2021
Salary Range Minimum	\$2,490.58 Monthly	Application Deadline	Until Filled

DRIPPING SPRINGS LOCATION (May be asked to fill in at the Kyle, Wimberley, and San Marcos offices)

Monday – Friday 7:55am – 4:55pm

In order to be considered for employment with Hays County submit the following documents:

- Hays County Employment Application
- Cover Letter
- Resume

Find Hays County Employment Applications at:

- Pre-printed forms at the Hays County Human Resources department
- Request PDF forms from amanda.cowan@co.hays.tx.us via email

You may submit your application documents in any of the following ways:

- Hand-deliver to 712 South Stagecoach Trail, Suite 1063, San Marcos, TX 78666
- Fax: 512-393-2227
- Email: amanda.cowan@co.hays.tx.us

Education and/or Experience

- High school diploma
- One-year bookkeeping, tax, banking, or general office/clerical experience; or any equivalent combination of experience and training.

Other Qualifications, Certificates, Licenses, Registrations

- None

Required Skills

- Balances and reconciles daily all transactions included in separate tills for motor vehicle and property tax.
- Verifies accuracy of daily transaction reports and compiles all transaction documentation for submittal to the Accountant for review.
- Assists the public with motor vehicle inquiries including, providing information and forms for registration, title transfers, liens and bonded titles
- The employee is occasionally required to lift or carry up to 35 pounds
- Skill in customer service and problem resolution both in person and over the phone.
- Assists the public with property tax inquiries including providing information and forms for property tax payments, prepayments, and tax certificates.
- Skill in data entry and maintaining basic accounting records.
- The Customer Service Representative is required to satisfactorily perform the above duties and will be evaluated for technical soundness, accuracy and completeness.
- The Customer Service Representative is responsible for carrying out assignments as instructed.
- The supervisor assigns work and decides the actions to be taken. The Customer Service Representative contacts the supervisor concerning deviations, problems and unfamiliar situations.
- Skill in operating a cash till, returning change due and other duties associated with cash handling.
- Receives payments for vehicle transactions and property taxes
- Opens, distributes, and processes mail.
- Performs other related duties as requested.

Summary

Under general supervision, performs a variety of general duties related vehicle registration and titles, sales tax and motor transactions, and the collection and recording of Ad Valorem taxes for the County and all taxing entities in Hays County.

Hays County is an EEO employer. In compliance with the Americans with Disabilities Act, Hays County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

An offer of employment is contingent upon successful completion of background checks, including reference checks, criminal history, and driver's license checks and driving history.