

NOTICE OF VACANCY
October 14, 2020

POSITION: Customer Service Representative

DEPARTMENT: Assessors

SALARY RANGE: \$40,692.60 - \$44,047.64

HOURS: Monday, Wednesday & Thursday 8:30am to 5:00pm
Tuesday 8:30am to 7:00pm
Friday 8:30am to 2:00pm

Position Purpose:

Under the direction of the Office Manager (OM), the Customer Service Representative (CSR) performs administrative and professional duties to support the daily operations of the Assessing department. Duties are varied and require knowledge of department operations, department systems and City procedures and policies. Performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Assists OM with end of month reports for the Board, Treasurer/Tax Collector, and Accounting department regarding motor vehicle excise tax, personal RE exemptions, real and personal property.
- Assists OM with processing and recording taxpayer abatements for the following: real property, personal property, motor vehicle excise tax, and personal exemptions.
- Assists OM with monthly deed transfers from Middlesex South County Registry; duty is either weekly or monthly.
- Assists OM with documents for Board of Assessor meetings. Documents include, but not limited to: warrants to collect, lien releases, agendas, taxpayer requests, and applications.
- Assists OM with maintaining records in MV Excise, RE, and PP databases pertaining to: addresses, building permits, deeds, exemptions, and abatements.
- Provides coverage at the public counter as needed to respond to taxpayer requests, and performs other typical office duties as needed.
- Processes Request for Abutters: using RE database and/or GIS database.
- Is skilled in basic use of Microsoft Office Excel, Outlook, and Word.
- Performs special projects and other related duties as required, directed, or as the situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associate's degree or equivalent work experience with a minimum of three to five (1-3) years' experience in a similar environment; or equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Working knowledge of applicable state, local and federal laws and/or regulations and department practices pertaining to value assessments. Working knowledge of PC and PC software.

Ability: Ability to manage multiple tasks in a detailed and effective manner; ability to deal tactfully with difficult members of public; ability to establish effective working relationships with department staff, other professionals, and other departments.

Skill: Excellent customer service skills, Strong organizational skills; strong orally and in writing. Proficient in use of PC's.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly to walk, stand, sit, talk, listen; operate office equipment, pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time.

May occasionally move objects weighing up to 10 pounds. Must be able to communicate effectively in writing and orally.

Supervision:

Supervision Scope: Performs tasks of moderate complexity within the guidelines of established procedures. Questions are referred to Supervisor.

Supervision Received: Works under the general direction of the Office Manager and Chief Assessor.

Supervision Given: None.

Work Environment:

- Work is performed in an office environment; noise level is moderate.
- Operates computer, printer, telephone, copier, and all other standard office equipment.
- Employee has frequent contact with the general public and co-workers. Contacts are in person, by telephone, and by email.
- Has access to some department-related confidential information.
- Errors could result in delay or loss of service, and have potential legal and/or financial repercussions.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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www.framinghamma.gov/jobs

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