



JOB NOTICE

POSITION: Customer Service Representative I

LOCATION: West Pasco Government Center
8731 Citizens Drive, Suite 130
New Port Richey, FL 34654

RESPOND TO: Sarah Etheridge – Human Resources
Please send resume and application by fax to (727) 815-7139 or
scan/email to setheridge@pascopa.com

CLOSING DATE: Open until filled

SALARY: \$12/hr

Job Summary:

The Customer Service Representative I is responsible for answering incoming calls and directing them accordingly along with customer walk-ins regarding homestead exemptions and general inquiries as well as reviewing Tax Roll data and data entry work using math calculations. This position acts as a liaison for the Property Appraisers office and works with all departments based on the customer's needs in addition to providing customers with accurate information. This position operates in a professional office environment.

Responsibilities:

- Answer incoming calls along with assisting customer walk-ins and direct them to the appropriate department when necessary
- Provide customers with accurate information using all resources necessary
- Assist customers via phone or walk-in with completing all homestead exemption applications and educate them on the process as well as the documents needed to complete the homestead application
- Review and process completed online and in-house homestead applications
- Mail Short Form applications and marriage letters to homestead qualifiers for additional exemptions or information
- Scan and track documents by parcel number
- Complete address changes for parcels



Requirements: (The requirements listed below are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related criteria)

- Ability to communicate effectively via phone, in-person and in writing
- Ability to operate a computer and other office equipment
- Word and Excel knowledge
- Excellent customer service skills
- Ability to learn and use computer programs
- Able to work in a team oriented professional atmosphere
- Ability to multitask and complete assignments effectively and efficiently
- Learn and comprehend applicable Florida Statutes
- Ability to learn standard office procedures and methods
- Able to identify customer needs and assist them accordingly
- Proper ID required

Education:

- High School Diploma

*The above is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

PREFERENCE IN APPOINTMENT WILL BE GIVEN TO HONORABLY DISCHARGED
VETERANS AND ELIGIBLE SPOUSES.