



## **CLASSIFICATION DESCRIPTION**

**TITLE: BUSINESS TAX RECEIPTS TECH II      JOB CODE: 7 (Non-Exempt)**

## **GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of the position is to perform complex customer service work assisting citizens with application and processing of local business tax receipts. Employees in this classification function at journey level, and are responsible for assisting the general public seeking help in the office, and by telephone inquiries and requests. Position is distinguished from that of the Occupational License Technician I, by the level of independence the employee functions in, and knowledge acquired through training and work experience. Objective is to provide accurate and efficient assistance to the general public and business community while ensuring compliance with all City, State and Federal laws and regulations applicable to the work.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Answers complex inquiries and requests regarding local business tax receipts from the general public and business community, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information.
- Explains and interprets City, County and State local business tax receipts and contractor registration policies and procedures.
- Responds to complex and/or sensitive code enforcement and customer service issues.
- Receives and verifies accuracy of all documents, forms and applications required for transaction; issues appropriate licenses and contractor registrations.
- Completes processing and documentation of all transactions in compliance with all applicable City, County, State and departmental policies and procedures.
- Collects and documents all appropriate information; assists citizens in completing a variety of forms and paperwork.
- Researches and analyzes data and information relative to local business tax receipts; performs data verification and reconciliation tasks.

- Performs numerous essential record keeping duties to organize and maintain department information and filing systems, i.e., documents and files various licenses, contractor registrations; organizes and maintains file systems; records all currency transactions.
- Performs data entry tasks and retrieves information from the prescribed application and/or systems, e.g., Outlook, Excel, Word, Internet, specialized software applications.
- Operates various office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines, scanners, typewriters, calculators.
- Provides leadership assists in training entry level personnel.
- Performs related duties as directed.
- **MINIMUM TRAINING AND EXPERIENCE**

High School Diploma or GED; supplemented by four (4) years customer service experience in local business tax receipts, and demonstrated organizational skills; or an equivalent combination of education, training, and experience.

### **LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Must possess a valid Florida Driver's License.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to understand and follow written and oral instructions.
- Knowledge of business English and spelling.
- Skill in clearly and effectively communicating technical information both verbally and in writing.
- Skill in the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.
- Considerable knowledge of rules and regulations as they relate to local business tax receipts and contractor registrations.
- Ability to understand and follow pre-established City, State, and Federal rules, policies and procedures.
- Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.
- Ability to access, maintain and update various software applications and data bases, e.g., Outlook, Excel, Word, Internet, specialized software applications.
- Ability to read, update and maintain various records and files.
- Ability to perform routine mathematical computations and tabulations accurately and efficiently.

- Ability to establish and maintain effective working relationships and communications with project consultants, private contractors, City employees, and the general public.

### **PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job the employee is frequently required to stand, walk, sit; use hands to finger, handle, or feel; talk or hear; and lift and/or move up to 10 to 20 pounds.
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.