

RECRUITMENT ANNOUNCEMENT

The County of Surry is accepting applications for the position of **Customer Service Representative**. This position performs a variety of standardized clerical and public contact work in the County Tax Administration Office using established guidelines and procedures. Work includes collection of all current property taxes and the collection of delinquent property taxes, delinquent Emergency Service ambulance fees, code enforcement and solid waste fines, and privilege license fees. It also involves knowledge of motor vehicle taxes in the North Carolina Vehicle Tax System and the Debt Setoff process in the North Carolina Debt Setoff Clearinghouse, and assists in preparing the County tax scroll and tax bills, performs tax listing duties, and other additional tax duties. Considerable tact and courtesy must be exercised in frequent public contact. Work is guided by the North Carolina Machinery Act and established departmental policies and procedures. The employee works under the general supervision of the Assessment and Collections Supervisor, the Assistant Tax Administrator, and the Tax Administrator and is evaluated through discussions and periodic reports.

Required Experience and Training: Good computer and mathematical skills with the ability to compute figures rapidly and accurately. Working knowledge of County tax policies concerning laws affecting the listing, assessment, billing and collection of real and personal property taxes (and charges for privilege licenses, delinquent Emergency Service ambulance fees, and collection of code enforcement and solid waste fees). Graduation from high school or an equivalent combination of experience and training is required. Must have experience in clerical work, skills pertaining to actual collection of cash and/or checks, making change and balancing a money drawer, preferably involving public contact. Must be able to attend classes and schools pertaining to tax collection, listing, and personal property assessment. Must be certified or become certified by the North Carolina Department of Revenue as a Personal Property Appraiser I within a reasonable period of time. Must possess a valid driver's license and be insurable on the County's automobile insurance at regular rates.

Salary: Grade 62 \$29,556 - \$48,168

Applications will be taken at NC Works Career Center, 541 W. Pine Street, Mount Airy, NC (336-786-4169), by going online to the Surry County Human Resources job posting page, printing the application and e-mailing back to the indicated email, SCJobs@co.surry.nc.us or by contacting Surry County Human Resources at 336-401-8221. A complete list of duties and analysis of physical demands will be available upon request.

SURRY COUNTY IS AN EEO EMPLOYER
SURRY COUNTY IS A DRUGFREE WORKPLACE

Date Posted: November 30, 2021

Closing Date: Open until filled