

## **CRAIGHEAD COUNTY JOB OPENING**

<b>POSITION</b>	Craighead County Collector Customer Service Specialist
<b>DATE OPENED</b>	4/10/2019
<b>FILING DEADLINE</b>	4/24/2019
<b>SALARY</b>	\$28,000 annually (higher salary may be available based on skills and experience)
<b>EMPLOYMENT TYPE</b>	Full-Time
<b>WORK LOCATION</b>	Tax Collector's Office, 511 S. Union Ave, Jonesboro

### **JOB SUMMARY**

The Tax Collector is seeking applicants to fill their vacant role of Customer Service Specialist. The Tax Collector is the collector of taxes for the county and collects school, city, county and improvement district taxes. The Collector is responsible for collecting all current property taxes during the calendar year after they are assessed. The Collector is also responsible for researching and collecting delinquent property taxes. This position will work under the administrative supervision of the Tax Collector and the Chief Deputy.

### **JOB RESPONSIBILITIES**

- Providing exemplary customer service to the taxpayer in person and on the telephone
- Processing payments including problem solving strategies
- Cash drawer management to include daily balancing and reporting
- Daily mail processing
- Actively investigating and collecting delinquent taxes
- Perform other related duties as required or assigned

### **MINIMUM QUALIFICATIONS**

**EDUCATION:** High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, bookkeeping, collections, plus 5 years related experience and/or training. High level of professional and ethical conduct.

Must have excellent written and verbal customer service skills and advanced computer skills in order to interact with taxpayers. Ability to plan and work independently and as a team member in a multi-person, high volume environment. Strong attention to detail. Ability to work with a sense of urgency. Self-motivated and high level of initiative. Results oriented with the ability to complete assignments accurately in a timely manner. Ability to adapt to changing technologies and responsibilities. Must be punctual and have good attendance record and be flexible during busy tax seasons. Valid Arkansas Driver's License.

## SKILLS REQUIRED

Mastery: Alphanumeric Data Entry

Advanced: 10-Key, MS Office, specifically Excel, Outlook and Word

Intermediate: Accounting, Collections, Knowledge of Arkansas Law & Code

## PHYSICAL ACTIVITIES

Normal office environment. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

Operates computer and printer. Long periods of sitting. Occasional standing, walking, and bending. The employee will occasionally lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and peripheral vision. Hearing within normal range.

## BENEFITS

Employment with Craighead County includes "core" health insurance for the employee with the option to "buy up" to include dependents. You may also elect to enroll in dental coverage, vision benefits and flexible spending account but will be responsible to pay the full premium for these benefits. Employees receive a \$10,000 life insurance policy through USABLE. The County uses APERS for its pension plan with the employee contributing a mandatory 5% and the County contributing 15.32%. Paid time off is accrued at .025 hours per hours paid for vacation and personal time. Vacation time can be taken after the 1<sup>st</sup> year of service. There are approximately 11 paid holidays per year.

## FURTHER INSTRUCTIONS

Submit a resume via mail to Craighead County Judge's Office, Human Resources, 511 S. Union, Suite 119, Jonesboro, AR 72401; or by email to [hr@craigheadcounty.org](mailto:hr@craigheadcounty.org) Attention: HR with the subject Customer Service Specialist by close of business on April 24, 2019. Please make sure you reference Customer Service Specialist in your cover letter.

As an equal opportunity employer, Craighead County is committed to recruiting, retaining, and promoting employees who are reflective of the County's diversity.

We thank our Veterans for their service to our country and encourage them to apply.

Bilingual applicants are also encouraged to apply.