

LEE COUNTY COMMISSION

Chairman
Bill English, Probate Judge
Mailing Address:
P. O. Box 2412
Opelika, AL 36803-2412
(334) 737-3660 phone
1-855-212-8024
www.leeco.us



Members
Doug Cannon, District 1
Ross Morris, District 2
Gary D. Long, District 3
Tony Langley, District 4
Richard LaGrand, District 5

JOB ANNOUNCEMENT

Job Title: Taxpayer Services Representative	Hours of Availability: Monday-Friday; 8am-4:30pm
Closing Date: Until filled	Position Announcement: REV09-04-2024(2)
Work Location: Lee County, AL	
Division/Department: Revenue Commission/Motor Vehicles and Collections	
Reports to: Collections/Motor Vehicles Supervisor	
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Pay Range: \$38,940.85 - \$44,781.97

JOB SUMMARY: This position is responsible for providing customer service to taxpayers.

ESSENTIAL JOB FUNCTIONS:

- Answers multi-line telephone and greets visitors; provides information and assistance; refers to appropriate personnel.
- Processes motor vehicle tag and title transactions and handicap exemptions; completes data entry for related information; inspects vehicles as necessary.
- Inspects out of state vehicles for VIN number accuracy.
- Processes manufactured home registrations.
- Processes property tax payments.
- Receives payment for designated items, makes appropriate change to customers and reconciles cash drawers.
- Ensures that tag, title, and transfer documents are filed daily.
- Makes address changes for property owners either in person, by mail, or email. Completes property assessment documentation.
- Notarizes documents as needed.
- Responds to citizens' questions and comments in a courteous and timely manner.
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of county and department regulations, policies, and procedures.
- Knowledge of modern office practices and principles.
- Knowledge of computers and other office equipment.
- Knowledge of job-related software programs.
- Knowledge of the function of service within the public sector, preferably within a county structure.

- Skill in operating such office equipment as a computer, multi-line telephone, calculator, copier, and facsimile machine.
- Skill in public and interpersonal relations.
- Skill in oral and written communication.
- Ability to correctly count and handle large amounts of cash.
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with County activities and policies.

QUALIFICATIONS:

- High School diploma/GED.
- one (1) year of related experience, or equivalent.

Applicants should apply at the Alabama State Employment Office or the Lee County Commission Office (215 South 9th Street, Opelika, Alabama) Monday through Friday, between the hours of 8:30 AM and 4:30 PM. An employee in this position is subject to random drug/alcohol testing. Interested applicants may also fax a completed application to (334) 737-3609 or emailed to humanresources@leeco.us by the closing date. Previous applicants should reapply. For more information visit: www.leeco.us.

Lee County is an Equal Opportunity Employer, we will recruit, hire, train, promote, discipline, and discharge in all eligible job groups without unlawful discrimination based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, marital status, political affiliation or genetic information or any other characteristics protected by law. To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described in accordance to Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131).