

Collections Assistant & Customer Service Representative

Date Posted: July 3, 2024

Mail completed application, and resume to:

Grimes CAD
Chief Appraiser
P O Box 489
Anderson TX 77830

Description

- Salary:** Based on qualifications and budgeted salary limitations.
- Job Type:** Full Time
- FLSA Status:** Non-Exempt
- Benefits:** GCAD payees 100% of employee's monthly premium cost of medical, dental, and basic life. GCAD provides a 2 to 1 match on retirement contributions by the employee. Paid time off (PTO Leave) ranges from 152 hours to 208 hours annually. GCAD pays holiday leave according to the holiday schedule as set forth by the Board of Directors annually.
- Close Date:** Until filled
- Location:** 360 Hill Street, Anderson, TX 77830 (60 miles Northwest of Houston, 20 miles East of College Station)

Grimes CAD appraises and collects ad valorem property taxes for approximately 47,000 parcels annually.

Position Summary

Applicant must have excellent customer service and communications skills; strong mathematical aptitude; ability to perform complex data entry in a tax collections software application in an extremely efficient and accurate manner; ability to work effectively with other employees and the public, ability to perform detailed, complex tasks in a fast paced environment; ability to work well in stressful situations; basic knowledge of PC based spreadsheet and word processing software; working knowledge of payment and collection practices and procedures.

Essential Duties & Responsibilities

This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

- Greet, and always assist the public promptly with a professional and courteous attitude with an emphasis on effective customer service.
- Ensure the front lobby access door is open and closed in accordance with the workweek schedule as defined in the District's personnel policy.
- Perform data entry, including property ownership records, in an accurate and timely manner.
- Process return mail in an accurate and timely manner.
- Post and ensure the District's daily mail is delivered to the post office.
- Process and maintain sewage and electrical applications; provide said information to the appropriate appraiser.
- Process and maintain applications, re-applications, denials and approvals of special use valuations.
- Assist the public in completing various applications.
- Provide notary services to the District, GCAD Board of Directors, and the Appraisal Review Board.
- Assist as necessary in the conduct of ARB hearings.
- Collect, post, and deposit taxes and other revenues. Balance the collections till every morning. If drawer is out of balance, employee must repay the District for any funds in which the employee was short and notify the Collections Manager immediately.
- Provide for the security of cash, check, and money orders on hand. Ensure daily tills are locked in safe each night.
- Assist the Collections Manager as needed with the following: recording of deposits, hot checks, and credit card payments in the District's QuickBooks software, preparing monthly collection reports and distribution checks to taxing units, preparing and maintain payout agreements, quarterly payments, tax deferrals, taxpayer refunds, unclaimed checks, issuance of letters, reissuance of checks, depositing funds, online payments and reports, hot check letters, supplemental tax bills, tax certificates, mortgage codes, SEC 33.05 personal and real property accounts yearly deletes, mobile home liens, and the release of liens, tax suits, and tax sale activities.
- Assist other personnel in activities as needed.

Education & Training*

- High school graduate from an accredited institution or equivalent and/or one (1) year attendance at an accredited college or university, and/or one (1) year attendance at a recognized secretarial studies school.
- Minimum of three years' experience in one or more of the following areas: tax collections, customer service, data entry, property title records, or appraisal district operations.
- *Such alternatives to the above qualifications as the chief appraiser may find appropriate and acceptable.

Knowledge & Ability

- Strong customer service attitude with critical thinking and decision-making abilities.
- Ability to perform complex data entry in the District's software application in an extremely efficient and accurate manner.
- Ability to work effectively with other employees and the public
- Ability to perform detailed, complex tasks in a fast-paced environment
- Ability to work well in stressful situations
- Basic knowledge of PC based spreadsheet and word processing software
- Working knowledge of collection and property title practices and procedures

Licenses and Certifications

- None required upon hire. Chief Appraiser maintains the right to require licenses and certifications at the District's expense as required by State tax laws.

Job Goal

- To provide excellent customer service to the general public in an efficient and accurate manner and otherwise assist the public in property tax matters.