**DISCLAIMER**

**This job description is provided for general informational purposes, may not apply to your city's specific situation and should not be considered a comprehensive description of the job position. It should be used for comparative purposes only. The job description should be tailored to reflect the actual qualifications and job duties relevant for this position in the context of your city. You should consult with a human resources professional and your city attorney before taking any action based on this job description.**

**Population: 50,000 +**

**Customer Service Representative - Finance**

**Major Duties and Responsibilities**

Provides information to the general public in the processing of business licenses and certificates of occupancy; determines if applications are in accordance with policies and procedures. Makes business license coding determinations utilizing the North American Industrial Classification System. Receives, processes, and posts occupation tax payments, hotel/motel excise tax payments, alcohol distributor excise tax payments, mixed drink excise tax payments, car rental excise tax payments, and right-of-way agreement tax payments. Receives and processes applications pertaining to business licenses, alcoholic beverage licenses,  taxicab services, pawnshop services, second-hand jewelry services, and tree services. Computes and assists in the calculation of occupation taxes, excise taxes, franchise taxes, right-of-way agreements, discounts, penalties and interest due, excise tax reporting, and franchise tax reporting. Reads and interprets documents received from other departments and agencies relating to the processing and issuance of business licenses. Performs a variety of clerical and administrative functions involving data entry, typing, and filing. Sets up and maintains alphabetic and numeric files. Composes routine correspondence. Receives, stamps, opens, sorts, and distributes mail. Enters, researches, and retrieves information and reports from computer databases in order to provide information and copies of documents to the general public and other departments. Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

Knowledge of modern office practices and procedures. Knowledge of the principles and practices of records maintenance and information retrieval. Knowledge of applicable state, federal, and local laws, rules, and regulations. Skill in computer software programs. Skill in problem solving and decision making. Skill in operating standard office equipment. Skill in oral and written communication. Skill in dealing with the general public.

**Minimum Educational and Training Requirements**

Ability to read, write, and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.  Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

**Physical Requirements**

The work is typically performed while sitting at a desk or table or while standing, walking, bending, crouching, or stooping. The employee occasionally lifts light objects.   The work is typically performed in an office setting or in a stockroom.