

## **AGENT TRAINEE**

### **JOB SUMMARY:**

While in the trainee status, the employee participates in a rigorous in-house training program specifically designed to train and indoctrinate the individual in the operation of the Tax Collector's Office. While in training, the employee learns a variety of technical procedures in the collection, processing, and issuance of motor vehicle and vessel registrations and titles, driver licenses, hunting and fishing licenses, and business tax receipts; and current and delinquent ad valorem property taxes levied against real estate, personal property, and rolling stock. The progress of the employee's performance is closely monitored and reviewed by higher level personnel.

### **ESSENTIAL JOB FUNCTIONS:**

Under guidance of trainer, learns the statutes, laws, and ordinances governing the Tax Collector's operation and the functional tasks of the operation.

Under guidance, engages in practical training, processing transactions over the counter in accordance with applicable statutes, laws, ordinances, and policies.

Interacts with the public, in person, by mail, by fax, by email, or over the telephone to handle transactions, provide information, and resolve account and other problems.

### **Learns to perform the following duties:**

Issues driver licenses, identification cards, temporary permits, motorcycle endorsements; registers sexual predators, offenders, and career criminals. Completes organ donor and voter registrations as required by Florida and Federal law. Issues commercial driver licenses to applicants qualified under Chapters 49 and 49 CRR and in compliance with Federal Motor Carrier regulations. Interprets complex insurance requirements for Financial Responsibility suspensions resulting from violations of the Florida No Fault Law to include motor vehicle crash, civil judgment, and failure to maintain proper insurance. Administers vision screening for operators and mature drivers. Determines visual acuity of applicants, refers applicants with questionable vision to an eye specialist for possible corrective lenses. Administers and grades written and oral exams for operators' licenses, learners' permits, and commercial licensing. Examines and scans all types of foreign and domestic passports, birth certificates, Social Security, and naturalization documents to determine their authenticity.

Processes applications for issuance of Real ID compliant credentials by reviewing complex breeder documents to determine their authenticity. Responsible for verification of the identity and lawful presence status of all applicants prior to credential issuance, to include lawful identity, date of birth, Social Security number, and proof of address. Uses special investigative tools and methods to detect fraud and prevent efforts to obtain fraudulent identification documents. Responsible for proper handling and storage of personal information. Responsible for creation of Real ID compliant records based on documents presented by applicants. Responsible to prepare comprehensive waiver requests for applicants unable to produce minimum compliance documents. Reviews complex immigration documents to determine lawful presence of Naturalized US citizens. Responsible for inspecting Real ID compliant credentials to ensure proper security features are imprinted on the face of the card. Ability to comprehend complex driver transcripts to determine driver school, financial responsibility, and other reinstatement requirements. Ability to comprehend complex driver transcripts to determine driver school, financial responsibility, and other reinstatement requirements.

Provides voter registration applications and make any requested changes to voter registration.

Collects and validates payment for current or delinquent real estate and tangible taxes, local business tax receipts, sales tax, and fire and stormwater fees.

Issues local business tax receipts in over 200 categories; processes fees in accordance with various agency procedures; collects monies and/or late fees.

Processes applications, tag, titles, registrations, transfers of titles and tags, disabled parking placards, and stolen or lost tags on cars, trucks, tractors, trailers, motorcycles, and motor homes that may require the review of certain documents, appropriate signatures, and/or other research through computer, microfiche, etc., to appropriately process.

Verifies all transactions are in compliance with DHSMV procedures, state statutes, and appropriate codes and contain notarization, signature, etc.

Processes transactions for dealers, local companies, governmental agencies, exempt organizations, the general public and others that may use, demonstrate, and/or stock boats or vessels that require a number of source documents (i.e., title documents, dealership reassignment tag registration, VIN verification affidavits, etc.); reviews and scans documents for accuracy and completeness; authorizes approval or rejection of dealership transactions and documents discrepancies and corrective measures for processing.

May keep tag bins stocked and keep stock room organized; orders supplies for the office when needed to ensure that all tags are received during tag shipments from PRIDE.

Balances assigned cash drawer daily.

Performs lien maintenance on titles to record outstanding company liens on customers' titles.

Communicates with coworkers, management, the general public, and others in a courteous and professional manner.

Conforms with and abides by all regulations, policies, work procedures, and instructions.

Responds promptly when returning telephone calls and replying to all forms of correspondence.

Acts, dresses, and behaves in a professional manner to reflect a positive image of the Tax Collector's Office.

Performs other duties as required.

Must maintain FRVIS & FDLIS computer access permissions.

**MATERIAL AND EQUIPMENT USED:**

Computer and Peripheral Equipment

Standard Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High School diploma or the equivalent.

Two years of responsible office support experience; type at a prescribed rate of speed. Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Homeland Security-based background check.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of:**

Modern office practices and procedures, including the operation of standard office equipment.

State and Federal statutes, rules and regulations, laws, and ordinances governing the issuance of tags, titles, and various licenses and the collection of ad valorem taxes. The intended uses of standard computer software applications.

Proper use of business English, including correct spelling, grammar, and punctuation.

Analytical skills to perform numerical calculations to obtain totals, balances, and to verify information from complex data.

### **Skill in:**

Interpersonal skills necessary to effectively interact with internal staff, citizens, and other county officials and staff.

Meet and deal with the public in an effective, courteous, and cooperative manner.

Rapidly acquire knowledge of administrative and operational matters and work with limited supervision on routine and non-routine office support tasks.

The operation of contemporary office equipment such as personal computer or terminal, typewriter, and calculator and in the use of standardized computer software applications involving word and data processing, interpretation, and presentation.

Make calculations involving business mathematics.

Maintain accurate office files.

Concentrate and pay close attention to detail.

Deal with angry, difficult, and verbally abusive customers.

### **Mental and Physical Abilities:**

Make sound decisions in accordance with rules, regulations, and policies.

Establish and maintain effective working relationships with officials, other employees, and the general public.

Listen effectively.

Read, understand, analyze and interpret data, procedures, and government regulations.

Speak effectively concerning business issues on the telephone and in person.

While performing the essential functions of this job, the employee is regularly required to work in a typical office setting, use standard office equipment, read printed materials and a computer screen, and communicate in person or over the telephone.

### **Working Conditions:**

The incumbent's working conditions are typically moderately quiet.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary

should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible. The "FLSA Status" is provided as a guideline only. Determination of the FLSA Status requires evaluation of the individual position by the employer in accordance with definitions under the Fair Labor Standards Act.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

### **CAREER LADDER ADVANCEMENT TO AGENT I**

At this level, you increase your salary by 3% when you meet the two basic levels of proficiency:

1. Driver License (oral exam conducted)
2. Registration and titling, property and tangible taxes, business tax receipts, and hunting and fishing license (Performance level determined by manager.)

General cashiering proficiency is required with either level.

At the completion of second level, you are proficient in all basic tax collector transactions, and you advance to Agent I.