

## CUSTOMER SERVICE SPECIALIST (1229)

### Job Knowledge

1. Knowledge of Office of Finance forms and procedures such as business tax applications, updating forms, police fire and tobacco applications, refund forms, and penalty waiver forms, used to complete customer service requests via phone, email, online chat/video, and in person.
2. Knowledge of business and user tax information and permits sufficient to convey information to customers and work independently.
3. Knowledge of desktop computer software and office equipment such as Microsoft Suite, Google Suite, LATAX, TDS, Front, VCC, and Crystal Reports sufficient to enter, retrieve, and update information received from tax payers such as new applications, gross receipts, information updates, money received, and information from other agencies regarding pertinent tax and income information.
4. Knowledge of applicable City ordinances pertaining to City business and user tax and associated permits sufficient to explain information to customers and respond to direct inquiries.
5. Knowledge of City policies and procedures, rules, regulations and ordinances related to City business taxes sufficient to convey information and clearly write and prepare correspondence such as emails, letters, chats, and facsimile to the public or other City employees.
6. Knowledge of arithmetic computations involving counting, adding, subtracting, multiplication, division, and percentages sufficient to calculate City business taxes, permits, and other fees.