

# JOB ANNOUNCEMENT: Tax & License Specialist



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<b>POSITION OPENING:</b>	CS 24-02	<b>Post Dates:</b>	11/1/2024 – until filled.
<b>Classification Title:</b>	Tax & License Specialist		
<b>Starting Hourly Rate:</b>	Tax & License Specialist Trainee: \$18.00	<b>Pay is based on experience</b>	
	Tax & License Specialist I: \$19.00		
<b>Location:</b>	Customer Service		
<b>Term of Appointment:</b>	Regular/Full-time		
<b>Probationary Period:</b>	One (1) Year		

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## Job Summary

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This position serves as first point of contact to tax & licensure activities that are inquired by phone, in person, or electronically. Maintain professional demeanor with customers providing all services with courtesy and patience, including gathering information, dispatching work to specific divisions, responding to routine questions, and These duties include establishing and maintaining account information, assisting customers with account questions, maintaining related files and records, contacting customers to collect on delinquent accounts, initiating action for non-payment, and receiving and posting payments received in the mail and online.

## Essential Tasks. Other duties may be required as assigned.

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- Keying payments accurately for excise tax, franchise fees, lodging tax, occupational tax, real and personal tax
- Performs a variety of clerical and administrative functions involving data entry, typing, and filing.
- 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.
- Receives and processes applications pertaining to business licenses, alcoholic beverage licenses.
- Computes and assists in the calculation of occupation taxes, excise taxes, franchise taxes, discounts, penalties, and interest due, excise tax reporting, and franchise tax reporting.
- Collects and records occupation tax payments, hotel/motel excise tax payments, alcohol distributor excise tax payments.
- 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.
- Reads and interprets documents received from other departments and agencies relating to the processing and issuance of business licenses.
- Working closely with the Tax assessors and Tax commissioners' office when updating and processing the property tax digest.
- Liaison for the City of Perry at the Tax sale
- Composes routine correspondence pertaining to the issuance and compliance of various license types.
- Updating fees for processing occupational License
- Balances cash drawer till daily against license system report totals.
- Data entry to set up and maintain tax and license accounts

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- Enter required data for end of the month reporting
- Balance daily reports to payments taken
- Process checks through Merchant Capture
- Take utility payments over the phone and in person as necessary
- Assist with manual mailings

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## Knowledge, Skills, & Abilities Required

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- Ability to interact professionally with customers over the phone and in person.
- Knowledge of Microsoft Office software, particularly Word and Excel.
- Knowledge of the principles and practices of records maintenance and information retrieval.
- Knowledge of relevant federal and state laws, local ordinances, and department policies and procedures.
- Skill in utilizing various computer software programs.
- Ability to read, write, and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Ability to resolve problems in a timely, efficient, and effective manner.
- Ability to communicate effectively both orally and in writing.
- Ability to plan, coordinate, and organize work; set priorities, and meet critical deadlines.
- Proficiency with the use of computers, including Microsoft Office programs.
- Ability to adapt and utilize specialized software programs.
- Basic math skills.

## Reports to:

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Customer Service Manager

## Physical Demands and Work Environment

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Physical Demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed in an office environment during standard business hours, though attendance at early morning/evening meetings may be required with additional off-hour assignments. Work tasks involve periods of standing, sitting, and kneeling. Occasionally lifts and carries such items as records and office supplies of moderate weight of up to 20 pounds. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle controls; and talk and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand, walk; and stoop. The employee must regularly lift and/or move up to 10 pounds. Specific vision requirements by this job include close vision and the ability to adjust focus.

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## Minimum Qualifications

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### **Tax and License Specialist Trainee:**

- High school diploma or GED equivalent.
- Associate degree in a relevant field preferred
- Active and maintain Georgia Driver's License through employment.
- Highly effective written and oral communication skills.
- Notary Public within three months of employment.
- Prior experience working with the public.
- Cashiering experience is preferred, but not required.

### **Tax & License Specialist I:**

- All minimum qualifications of a Tax & License Trainee
- 1 year as a Tax & Licenses Trainee or equivalent
- 2 years customer service
- Possess GMA Municipal Revenue Administration certificate or equivalent within (12) months based on class schedules.