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Customer Service Manager

JOB CODE	JOB FAMILY	PROFILE
JCM112	**Business Services & Support**	**Customer Service Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**September 4, 2026**

The Customer Service Manager supervises the operations of the data entry and coding sections. Oversees the creation and entry of property assessment information. Formulates, interprets, and enforces policies and procedures for data entry, including ownership, mailing and property addresses, tax exemptions, and the deletion/creation of real property parcels and value input. Supervisory responsibilities include hiring, training oversight, performance assessment, coaching, disciplinary actions, and terminations.

Functional Area Summary: Treasurer's Office

The Property Tax Specialist Manager provides strategic leadership and supervision across multiple operational units within the Bernalillo County Treasurer's Office, including Customer Service, Delinquent Accounts, Cashiering, and Special Accounts. Oversees staff performance, training, hiring, evaluations, and corrective actions in alignment with county policies and ordinances. Compiles and presents monthly performance reports on call activity, payments, and foot traffic. Ensures high-quality service delivery through monitoring communications, managing visitor protocols, and coordinating departmental initiatives.

Job Description

DUTIES AND RESPONSIBILITIES

- Responsible for effectively leading, training, and supervising staff in area of responsibility, which includes, but is not limited to; setting performance goals, quality assurance, performance management, staff evaluations, corrective actions, hiring, orientation, and other supervisory tasks related to effective employee management in accordance with policies, procedures, and ordinances.

- Formulates, interprets, and enforces policies and procedures for data entry, such as ownership, mailing and property addresses, tax exemptions, and the deletion/creation of parcels of real property and value input.
- Oversees and verifies veteran and head-of-household exemptions.
- Ensures staff are effectively trained to identify key information from real estate documents used for computerized data entry.
- Responds to public inquiries and resolves problems related to ownership, mailing and property addresses, and tax exemptions.
- Researches appraisal records for comparison with tax records to determine property ownership and ensures appropriate measures are taken to correct discrepancies.
- Assists management in coordinating customer service initiatives.
- Performs special projects as assigned
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

Functional Area: Treasurer's Office

- Supervises, trains, and evaluates staff across multiple departments; oversees hiring, performance management, and employee development.
- Plans, organizes, and oversees the daily operations of Customer Service, Delinquent Accounts, Cashiering, and Special Accounts.
- Ensures property tax payments, refunds, adjustments, delinquent accounts, and other financial transactions are processed accurately and in compliance with policies and procedures.
- Reviews and approves payment adjustments, penalty and interest adjustments, refunds, and other transactions prepared by staff.
- Monitors customer service operations and resolves complex customer and taxpayer issues.
- Reviews reports, financial records, and operational data to ensure accuracy and compliance.
- Develops, coordinates, and provides training to staff on policies, procedures, systems, and customer service standards to ensure consistent performance and compliance.
- Coordinates with County departments, state agencies, mortgage companies, financial institutions, and other partners to support property tax operations.
- Prepares and reviews reports for management and provides operational updates and recommendations.
- Ensures compliance with federal, state, and county laws, regulations, policies, and procedures.
- Assists with process improvements, special projects, and other duties as assigned.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and***

responsibilities.

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Six (6) years of progressively responsible experience involving documentation, data entry, administration, or related field.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- All essential duties are performed indoors.
- Duties are performed in a temperature-controlled environment.
- Duties are performed on an even surface, which may be carpeted or tiled. The working surface is typically dry.
- Employee often works alone, with or without direction from a supervisor.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer terminal, computer printer, computer keyboard, typewriter, photocopy machine, fax machine, and calculator.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.