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Customer Service Representative Senior

JOB CODE	JOB FAMILY	PROFILE
JCV328	**Business Services & Support**	**Customer Service Representative Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**September 17, 2026**

The Customer Service Representative Senior receives and responds to telephone calls for information in a calm and efficient manner, requiring professionalism, effective listening, and problem-solving skills. Requires documentation requests be entered into the computer, database, and/or various types of spreadsheets. Generates work orders and requires follow up to close-out various work orders, to include dispatch animal care calls, public work requests for services, and place and track collection calls.

FUNCTIONAL AREA: CLERK'S OFFICE

Customer Service Representative Senior leads, trains, and orients lower-level staff as assigned. This position also performs highly complex detailed clerical/technical duties which include but are not limited to accepted records processing methods and computer-assisted equipment, trouble-shooting software and hardware issues, ensure effective and efficient interactions with public and staff, detailed research, effective decision-making, accurate and timely execution of cash handling transactions, documents and forms in accordance with New Mexico State statutes.

FUNCTIONAL AREA: TREASURER

Customer Service Representative Senior researches various mobile home, property tax, mobile home lien, delinquent notice, and condemnation matters. Assist customers with complex related tax questions and research records as necessary; provide training for personnel assigned to the division. Conduct detailed research on property tax information for complex taxpayer problems, court cases, condemnation suits and other research projects. Communicate findings to taxpayers and prepares reports for department administration.

Job Description

DUTIES AND RESPONSIBILITIES

FUNCTIONAL AREAS

ASSESSOR

- Receives and records all incoming calls, landline and radio, emails and notifications.
- Dispatches and assigns work orders via work order system. Identifies and recommends corrective measures to improve workflow, simplify procedures, implement cost controls and establish efficient operations.
- Provides concise and accurate information to appropriate staff.
- Maintains accurate records of all field units' status and location.
- Ensures accuracy and process work orders in compliance with computer system and department procedures.
- Generates work orders and tracks completion of maintenance activities for internal/external customers.
- Ensures proper tracking of cost and activities associated with work performed.
- Monitors and maintains existing database information as requested. Verifies completeness of work performed and close work orders in computer system.
- Utilizes various computer systems for data entry, information retrieval and to generate reports.
- Provides general information if available and when requested by the public.
- ***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.***

CLERK'S OFFICE

- Leads and trains lower-level staff to perform moderately to highly complex clerical and technical assistance in the areas of: Customer Service, Data Entry, Maps and Filing and Recording.
- Performs moderately to highly complex detailed clerical and technical coverage and customer service support in the areas of: Customer Service, Data Entry, Maps and Filing and Recording.
- Performs advanced duties in relation to Eagle Recorder Software usage, and trains and monitors staff in the usage of this software.
- Demonstrates proficiency in cash handling procedures, and trains and monitors staff in its use.
- Receives, researches, processes and/or files various documents and forms in an accurate, timely, and efficient manner in accordance with New Mexico State statutes, policies, procedures, and strict departmental standards.
- Responds to inquiries in person, in writing and over the telephone in a courteous and exemplary manner. Drafts routine correspondence on behalf of the Clerk's Office in formal business letter and electronic mail formats with minimal oversight.
- Assists in audits and verification of work in process.

- Pick-up, process and distribute large volumes of inter-office and incoming mail and train staff in proper mail handling and troubleshooting of mail equipment issues as needed.
- Generates detailed productivity reports daily to monitor productivity.
- ***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.***

GENERAL SERVICES

- Efficiently receive, record and process all inquiries through landline, radio, emails, and other notification mechanisms.
- Dispatches and assigns work orders via work order system. Identifies and recommends corrective measures to improve workflow, simplify procedures, implement cost controls and establish efficient operations.
- Provides concise and accurate information to appropriate staff and constituency.
- Maintains accurate records of all field units' status and location work product.
- Ensures accuracy and process work orders in compliance with computer system and department procedures.
- Generates work orders and tracks completion of maintenance activities for internal and external customers.
- Ensures proper tracking of cost and activities associated with work performed.
- Monitors and maintain existing database information as requested. Verifies completeness of work performed and close work orders in computer system.
- Utilizes various computer systems for data entry, information retrieval and to generate reports.
- Conducts after-hours on-call phone duties as assigned.
- Provides Customer Service Desk way-finding duties in compliance with departmental standards as assigned.
- Serves as Notary Public and maintain required guidelines of such role in supporting County related business.
- Participates and represents the Contact Center, in supporting the County's Pathway to Excellence (PTE) initiative. Aiding in Continuous Improvements for Contact Center processes and customer service practices.
- Provides general information if available and when requested by the public.
- ***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.***

SOLID WASTE

- Provides para-professional, technical and administrative support in assigned areas of solid waste program activities including account maintenance, customer service, low income and delinquent account collections.

- Receives and processes payments; issues receipts; prepares and processes daily deposit to ensure accurate posting and record keeping of accounts and payments.
- Conducts comprehensive research and records examination of legal, financial, real estate, and related information to make independent decisions.
- Resolves and responds to customer inquiries and complaints regarding service, billing, program eligibility, and account collection issues with the authority to make independent decisions.
- Collects outstanding debt on Solid Waste accounts following the Bernalillo County Solid Waste Ordinance, all approved County policies and procedures, while exercising independent judgement to determine the most effective means of collection for each account.
- Accurately applies payments, adjustments or corrections to accounts.
- Responsible for creating, compiling, and securing official documents and confidential account information within the solid waste database.
- Composes and prepares a variety of documents, including forms, notices, reports, and correspondence.
- May make site visits to confirm usage, vacancy, or other service issues.
- ***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.***

TREASURER

- Conducts detailed research on property tax information for complex taxpayer problems, court cases, condemnation suits and other research projects. Communicates findings to taxpayers and prepares reports for department administration.
- Maintains confidential taxpayer files and documents.
- Responsible for receiving, accounting, and recording payment transactions related to property tax receipts from individual taxpayers and mortgage companies, and miscellaneous payments received.
- Monitors and verify source documents in processing tax and miscellaneous payments.
- Calculates interest and penalty charges on delinquent accounts.
- Researches and prepares payment adjustment forms for tax refunds and re-applies.
- Researches and prepare tax release documents for Manufactured/Mobile home liens and releases.
- Processes Platt tax payments, which require research to ensure validity of documentation before Platt receives final authorization.
- Researches, processes, completes, reviews, and maintains necessary documents/reports and/or tasks for bankruptcy cases, splits and combines, condemnations, delinquent notices, and state auctions.
- Assists with daily updates to the tax roll, which include but are not limited to changes in ownership, values, exemptions, and legal descriptions.

- Processes, prepares, and when necessary complete interest and penalty removals, payment under protest money, Top 10 Taxpayers for the City and County, 10-year tax searches, and condemnations.
- Responds to tax roll and tax related questions both orally and in writing.
- Reviews and verifies system entries and information on data processed reports.
- Performs varied customer service functions including liaison for volunteer groups and taxpayers in specialty areas, collection efforts on delinquent taxes, clerical, microfilming and coverage tasks.
- Assists in the training of personnel.
- ***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.
- Two (2) years of work experience in clerical or office administration setting 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 tile. Working surface is typically dry.
- Works under minimum supervision.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- 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.