



COMMISSIONERS COURT
COMMUNICATION

REFERENCE NUMBER _____

PAGE 1 OF 4

DATE: 09/04/2024

SUBJECT: **APPROVAL OF A CHANGE TO THE TABLE OF ORGANIZATION –
TAX OFFICE**

***** CONSENT AGENDA *****

COMMISSIONERS COURT ACTION REQUESTED

It is requested that the Commissioners Court approve a change to the Table of Organization for the Tax Office to reclassify a Customer Service Representative II position to Customer Service Representative I position effective September 5, 2024.

BACKGROUND

Tax Office is requesting that a Grade 16 Customer Service Representative II position (#20005075) be reclassified to Grade 15 Customer Service Representative I position to answer and respond to incoming calls to the main Tax Office phone line. This General Fund position is responsible for evaluating, researching, and processing various property tax and motor vehicle requests, inquiries, and problems presented for resolution and/or referral. The incumbent will prepare effective correspondence for problem resolution through live chat and email. The Grade 15 Customer Service Representative I position description already exists and does not require Job Evaluation Committee review.

FISCAL IMPACT

With expected personnel actions, there is no anticipated fiscal impact associated with this item.

SUBMITTED BY:	Human Resources	PREPARED BY: APPROVED BY:	Amber Duckworth Anjanie Ramnarine
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