



J.R. KROLL
SEMINOLE COUNTY
TAX COLLECTOR

General Employment Information with the Office of the Seminole County Tax Collector

For More Information Contact:

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Thank you for your interest in seeking a position with the Seminole County Tax Collector's Office. This information is presented to familiarize you with our office and hiring policy.

THE OFFICE OF THE TAX COLLECTOR

Florida Tax Collectors are independent constitutional officers duly elected by their fellow citizens and taxpayers in their counties of residence. Tax Collectors deal with a variety of duties and responsibilities and provide a myriad of important public services that allow them to exercise valuable leadership role in government. They direct, plan, organize, budget, set and implement policies which affect not only their local government, but also reach the state level as well. For more information about the Tax Collector's area of responsibility, please visit www.floridataxcollectors.com.

THE STAFF

The Seminole County Tax Collector employs over one hundred (100) men and women distributed among six office locations within the county. The central office is located in the County Services Building in Sanford, with full service branches located in Longwood, Casselberry, Lake Mary, Winter Springs and Oviedo. The Casselberry, Lake Mary, Winter Springs and Longwood Branch offices offer select driver license services in addition to our other areas of responsibility.

Only the Casselberry Branch offers driving skill tests (on an enclosed road course).

We generally hire a new full time employee as a "CSR" (Customer Service Representative) to become front service counter trained in our many functions. Florida Department of Motor Vehicle (DMV) transactions are traditionally our highest repeat volume business. However, the basic training program is complete and touches all phases of our service. Having a firm foundation in the vehicle title and registration area allows the employee to contribute quickly. Internal office transfers are allowed into other departments or Branches as openings occur.

HOURS AND SALARY



Our established working hours are 8:15 a.m. to 5:15 p.m. Monday- Friday, which is a forty (40) hour workweek. We are available to the public from 8:30 a.m. to 5:00 p.m.

The beginning salary for all **Full-Time** Customer Service Representatives (CSR) is \$32,241.24 per year (\$15.50 per hour). The benefit package begins after first 30 days of employment. The hourly rate for most **Part-Time** CSR positions is \$15.25. There are no benefits associated with part-time positions.

TRAINING AND PROBATION PERIOD



When a person joins our staff as an employee, they have a designated probation period of ninety (90) days. This time frame is a learning period for both the employee and the employer and may be extended or shortened if deemed appropriate.

During this period, the CSR trainee is learning the position through a paid structured training program. A trainer is assigned for one-on-one and on-the-job training. The initial training is conducted in Sanford, and then additional training is done at various branch locations. While the customer transactions are identical, it is important to experience different office environments.

The trainee begins in our DMV Mail Processing Center where vehicle and vessel registration renewals are taught and reinforced with minimal public contact. The trainee then begins to deal with customers with the introduction of title transactions during the second week, and within the next few crucial weeks, the trainee learns extensively more about vehicle and vessel registrations and titles, hunting/fishing license requirements, and driver license issuance.

During their training cycle, all trainees are exposed to the Business Tax Receipt, Real Estate, and Tangible Personal Property Taxes. These areas are unique in many ways and further add to the technical skills required.

After your ninety (90) day probation period, each employee will receive a full-set of SCTC corporate polos in the following colors: blue and gray. A signature is required to receive uniform shirts. All shirts must be returned upon resignation, retirement, or termination, as these shirts are property of the Seminole County Tax Collector office.

BENEFITS



The following are a few benefits which begin at the conclusion of the initial probationary period and in which most applicants for a position with the Seminole County Tax Collector are interested:

- **Retirement benefits** are provided at a mutual expense of the Tax Collector and employee. The employee's contribution percentage is fixed at 3%, and applied each pay period calculated on their paid semi-monthly salary.
- **Health Insurance** is provided for all full-time employees. Coverage does not begin until the first of the following month after the first thirty (30) days of employment. Employees may add coverage for their spouse and/or children at their own expense, but at the reduced group rate.
- **Life Insurance** is provided for all full-time employees. The rate equals their annual salary. As an employee's salary increases, so does the value of the Life Insurance benefit.
- The Tax Collector provides paid leave for a minimum of twelve (12) defined **Holidays** each calendar year.
- **Paid Vacation Time** is accrued and granted on an annual basis. It is generally prescheduled. It can be used for any absences (vacation, home emergencies, or anything). The accrual rate increases with tenure.
- **Paid Sick Leave** is accrued and granted on a monthly basis, after an initial number of months of service. It can be used for any sickness, doctor or dental appointment, incurred by you or an immediate family member. The accrual rate increases with tenure.
- **College Tuition Reimbursement** to enhance individual skills is available under strict guidelines.

FINAL THOUGHTS



Each employee of the Tax Collector's Office represents the Tax Collector to the citizens and business community of Seminole County. An educated, well-mannered, properly dressed employee, with a good attitude best projects the profile of this office. All employees must fit this framework.

An Employment Application is required to be considered for employment. You may choose to submit a resume and a photo as well. We welcome your application to join our team!