

FOCUS ON

Tax Commissioner customer service operations: Quality customer service for busy residents

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Paying property and motor vehicle taxes in Georgia can be daunting to some residents. It can be difficult to sort through the numerous laws and regulations that dictate vehicle insurance, emission requirements, and tax value. With busy lives and careers, many taxpayers dread having to pick up the phone or visit the tag office to take care of business.



Tax Commissioner's Office front line staff serves customers at five branch offices in Gwinnett

Luckily, the staff of the Gwinnett County Tax Commissioner's Office is available six days a week to assist customers in a variety of ways. The department offers front line branch operations, drive-through services, phone assistance, email assistance, and a secure website to pay property taxes and find important information.

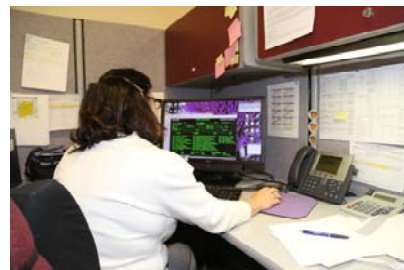
"Our philosophy is that paying taxes is more complicated than it ought to be," said Tax Commissioner **Richard Steele**. "We want to make it as easy as possible and do everything we can to make it a pleasurable experience."

The Tax Commissioner's Office has a decades-long reputation for being a leader in public service. From front line clerks to senior managers, each employee undergoes rigorous training in order to provide fast, friendly assistance to customers. Tag offices are open on staggered schedules and have extended evening hours to accommodate busy taxpayers.

Two of the offices feature a drive through for tag renewal customers. The North Gwinnett branch is even open on Saturdays from 8:00am to 6:00pm for those who cannot visit a tag office during the week. Through the website, customers can make property tax payments, search for vehicle and property information, and submit online surveys rating their experience. Frequent customer input allows the department to constantly grow and develop better ways to assist residents.

Tax Commissioner's Office employees don't just provide quality customer service; they also perform a vital role for the overall operation of county government. A large portion of revenue for the Gwinnett County Board of Commissioners and the Gwinnett County Board of Education is collected and disbursed from property and motor vehicle ad valorem tax. In 2013, for example, the department collected and disbursed more than \$1 billion, while processing more than 1 million transactions. In addition to collecting and disbursing revenue, the Tax Commissioner's office bills and collects special fees assessed by the Board of Commissioners such as solid waste and streetlights.

As Gwinnett County grows and changes, so will the operations of the Tax Commissioner's Office. The human element will remain important. Customers will always need to speak to someone face-to-face, over the phone, or through email. However, technology is used where possible to provide more convenience. The department always looks for ways to accommodate taxpayers like providing extra payment stations for customers at the property tax counter and using automated processes for mailed payments. A new website is in development that will enhance the customer experience when it launches later this year.



In addition to serving customers face-to-face, employees also assist taxpayers via phone and email

The Tax Commissioner's main office is located on the first floor of the Gwinnett Justice and Administration Center in Lawrenceville. For more information and a complete list of locations, visit www.GwinnettTaxCommissioner.com.

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