

Washington County
Asst. D.P. Clerk - Emp. Training Supervisor
Job Description

Exempt: No
Department: Collector's Office
Reports To: Data Processing Clerk
Location: Washington County Offices
Date Prepared: August 08, 2014

GENERAL DESCRIPTION OF POSITION

Assistant to the Data Processing Clerk to help in data entry with work that is now piling up. Will be trained to help do everything the DPC does and fill in for DPC when on vacation and in case of an emergency leave that would otherwise stop vital information from being processed in the office. This position would be part time allowing this clerk to Train new & old employees to State Laws and changes in laws. Other duties will include correct telephone procedures, correct office dress, and techniques to defuse disgruntled tax payers. Will cross train as well as stop what she is doing and fill in during the lunch hour in other departments by taking turns with the telephone duties. Will fill in at satellite offices on short notice and be able to do all work there. Must have own vehicle and drive 20 to 40 miles with no mileage for full day's work. This position will not add an additional employee to the staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Data entry
Credit & charge corrections
State Certification List
State Redemptions
Improvement district (bill) (post payments)
Fire Districts
Attach special district to personal or real estate.
2. Cashier/Clerk & Clerk Trainer
Process payments (cash, check & credit card)
Call other Counties for tag clearances
Answer Telephone and give clearances and general information
Mail out and e-mail receipts.
3. Help maintain a current list on all personal & real estate credit and charge numbers.
4. Enters in Value changes from credit and Charges the Assessor makes.
5. Help update the State Redemptions spreadsheet.
6. Keep file and spread sheet up to date on all improvement districts.
7. Assists in the coding and maintaining of parcels with improvements, over 10 fire districts and State Redemptions.
8. Help file and send all state correction Certificates to land commissioner.
9. Mail out new bills on all tax changes (credit & charges).

10. Must be able to react to change productively handle other essential tasks as assigned and as they occur.
11. Assigns taxpayer ID numbers and updates addresses.
12. Maintain confidential information inclusive of County seal, which is in the vault and access to credit card information.
13. Receipt of payments by mail and from taxpayers for real estate, personal property, improvements, clean-ups and Fire Districts.
14. Make large cash and check deposits when on assignment to satellite offices.
15. Train new employees and help fill-in for early opening and late closing when needed. Work in branch office on occasion.
16. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 0 to 6 months related experience and/or training. Or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Required to know laws governing State Certification, collections for Real Estate, personal property and special taxes.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: 10-Key, Spreadsheet, Word Processing/Typing
Basic: Alphanumeric Data Entry, Contact Management

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

The level of direct supervisory responsibility for the assignment of job duties, training, leadership, guidance, needs of employees, hiring, terminating and/or direction of the effort of others. Scoring will depend upon the number and classification of people normally supervised or directed, and the scope of complexity of the operations involved in the supervisory responsibility. (Job classification which involves no supervision will not be assigned a point value for this factor.)

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Training Supervisor for (2) Deputy I & (2) Deputy II Cashier/Clerks

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or

misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit; frequently required to use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

ADDITIONAL INFORMATION

Infectious Microbial Jungle of Contaminated Currency that increase Doctor's visits over other county employees.

Percent of Contamination found on Paper Currency and Checks

90%-Cocaine

70%-Heroin

30%-Methamphetamine

94%-pathogens including staphylococcus

Fecal matter

Live Flu viruses for up to 17 days

hazardous materials including anthrax & diphtheria

Problem solving skills when working with delinquent taxpayers and anti-government citizens.

Ability to defuse angry taxpayers and assist with other government information.

Communication and telephone skills and writing skills when working with County Attorney.

Interpersonal skills with employees, public, maintenance, and attorneys.

