

Washington County Chief Deputy Collector Job Description

Exempt: Yes
Department: Tax Collector
Reports To: Tax Collector
Location: County Offices
Date Prepared: July 31, 2012
Date Revised: July, 2014

GENERAL DESCRIPTION OF POSITION

Under the direction of the Tax Collector, the Chief Deputy Collector is accountable for assisting in the supervision of 18 full-time and 2 part-time employees. The Chief Deputy assists in the direction of the entire workload of the Collector's Office and ensures that all office functions are performed efficiently and in a professional and timely manner. Oversee the handling of compliance with state and county regulations and resolve taxpayer problems as needed. The Chief Deputy assists in the supervision of the collection of \$ 164MM in County tax funds and provides training for all employees in the department. Responsible for balance of collections at end of day, needs to know Arkansas Codes and laws governing delinquent and current personal and real estate, DAV Veterans and special taxes. Maintains time of all employees on computer time system.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise each department for daily work. This duty is performed about 40% of the time.
2. Approve and keep track of all Collector's monthly expenses. This duty is performed about 7% of the time.
3. Responsible for Cash box and keeping change on-hand for collections through-out the day. This duty is performed about 5% of the time.
4. Report and assist in any computer equipment or software problems. This duty is performed about 5% of the time.
5. Answer various questions for tax payers, DAV's and employees. This duty is performed about 5% of the time.
6. Adjust receipts for clerks, void receipts, short and over adjustment, reassign taxpayer ID, valuation adjustment, create property and taxpayers. This duty is performed about 5% of the time.
7. Working to solve problems for and with staff. This duty is performed about 5% of the time.
8. Tracking attendance, vacation and sick leave. This duty is performed about 2% of the time.
9. Work time cards for payroll. This duty is performed about 2% of the time.

10. Make copies, code all Pcard transactions and enter into the Pcard system. This duty is performed about 2% of the time.
11. Audit cash and checks received from each cashier. This duty is performed about 2% of the time.
12. Aid clerks in decision for payments and customer complaints. This duty is performed about 2% of the time.
13. Sign all checks processed from the Collector's Office. This duty is performed about 2% of the time.
14. Research and make decision on whether to grant "Petition for Penalty Refund" based on Court House errors on delinquent taxes per taxpayer request. This duty is performed about 2% of the time.
15. Assist all departments and staff in decision-making of reports, letters, processing payments and balancing books. This duty is performed about 2% of the time.
16. Responsible for all office supplies ordered in office and 2 branch offices. This duty is performed about 2% of the time.
17. Working through problem payment from mail. This duty is performed about 2% of the time.
18. Assist Collector in administering rights of employees in various computer systems. This duty is performed about 2% of the time.
19. Assist Collector in yearly budget analysis, also maintain the budget in place. This duty is performed about 1% of the time.
20. Notify media of upcoming events. This duty is performed about 1% of the time.
21. Assist Collector in hiring and firing personnel decisions. This duty is performed about 1% of the time.
22. Monitor incorrect email addresses. This duty is performed about 1% of the time.
23. Respond and assist all taxpayers emailing Collector's Help Desk. This duty is performed about 1% of the time.
24. Monitor online banking system for Alert messages. This duty is performed about 1% of the time.
25. 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 5 years related experience and/or training, and 3 years related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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 define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: 10-Key, Accounting, Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

Basic: Contact Management, Presentation/PowerPoint

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

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, either of which would affect the work operations of small organizational component and the organization's clientele.

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 directed. Activities covered by wide-ranging policies and courses of action, and generally directed as to execution and review. High order of analytical, interpretative, and/or constructive thinking in varied situations.

SUPERVISORY RESPONSIBILITIES

Supervises a large group (16-25) of employees who are engaged in similar activities.

Supervises the following departments: Tax Collector

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include 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

Regularly responsible for funds, building premises, inventory, or other property owned or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above would range from \$25,000,000 to \$50,000,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Moderately directed. Freedom to act is given by upper level management guided by general policies and objectives that are reviewed by top management.

ANNUAL MONETARY IMPACT

Small. Job creates a monetary impact for the organization from \$100,000 to \$1mm.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

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 with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain

cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

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, 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.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

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, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; and ability to adjust focus.

ADDITIONAL INFORMATION

Able to explain Arkansas Code when asked by the clerks or the general public. Homestead laws, Disabled Veterans, and laws that effect the Collection of current and delinquent taxes. Improvements, fire dues, and special taxes, TIF. Must be able to react to change productively and handle other essential tasks as assigned. Proper handling of confidential information inclusive of Bankruptcy records, SS numbers, delinquent real estate and personal property, addresses, vault combination numbers, computer and bank passwords and employee information. Access to online banking information and a signature is required on all checks processed in the Collector's department. Highly developed computer skills of Word, Excel, Access and Outlook. Knowledge of County personnel policies to include FMLA and privacy laws governing employees and participation in Collector's Workshops.