

WASHINGTON COUNTY
Job Description

JOB TITLE: Deputy I-Cashier/Clerk

Exempt (Y/N): No

DEPARTMENT: Tax Collector

DATE REVIEWED: July 2014

SUPERVISOR: Deputy II Cashier-Clerk
Deputy II Branch Manager

SUMMARY:

The incumbent is responsible for the collection of all current and delinquent taxes paid in this office, which includes personal and real estate taxes, and improvement taxes. The projected collections for the current taxes is \$136 million. The incumbent is responsible for giving accurate amounts for delinquent real estate collections, giving base tax, penalty amounts, figuring interest payments on a daily basis, publishing cost and redemption fees, etc. Collections in delinquent taxes will exceed \$3.2 million annually. Ensure that all office functions are performed efficiently and in a professional and timely manner. Also, the incumbent is responsible for resolving problems/questions from customers over the telephone or in person concerning tax payments or delinquent tax bills, may direct callers to other to other offices or individuals within the office for assistance, and may perform research for statements, payments, etc. Ensure that each situation is handled according to County policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Accept tax payments received at the payment and drive-thru windows, enter data in terminals, and issue receipts for tax payments to the customers. Place funds in the cash drawers for the bookkeeper to balance.
2. Accept payments made by mail. Open mail, check statement amounts and verify amounts ensuring correct amounts. Process all receipts, stuff envelopes with original receipts, and check in proper order for bookkeeping.
3. Balance the machine at the end of the day, tax receipts to proper parcel numbers and/or to personal property books.
4. Answer telephones, direct phone calls to appropriate person, or take messages in a polite and efficient manner. Provide assistance to caller with tax questions and or problem resolution.
5. Provide tax information to Realtors, attorneys, abstractors, lending institutions, and individuals either by phone or in person.
6. Resolve problems and handle customers in a professional manner.
7. Provide assistance in the branch office as necessary to accept tax payments and balance cash drawer.

8. Provide tax clearance for individuals as well as other counties. Collect and forward payments for other counties and forward and provide tax clearance to the taxpayer.
9. Insure that the public is treated in a courteous and friendly manner and that information common to the Collector's Office is accurately give to all office contacts.
10. Insure that tax money received is correctly entered and on the terminal for accurate tax accounting.
11. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among the County, the public, and other agencies.
12. Insure that all duties assigned are performed in an efficient and responsible manner according to office policies and procedures.
13. Have to log each county clearance into database for County Clearances.
14. Access Assessor's website to break down assessed values on personal property, and what the dollar amount for each piece of property is.
15. Balance drawers each day, and be responsible for any longs or shorts.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Minimum of high school diploma or general education degree (GED); and seven to twelve (7 to 12) months previous experience working in cashiering, bank teller, and/or general office experience.

OTHER SKILLS and ABILITIES:

The incumbent should possess good typing and good dexterity as speed is essential when accepting payments; excellent interpersonal skills when dealing with taxpayers and other employees; have knowledge of modern office practices and procedures; have strong written and verbal communication skills; desirable to have general understanding of tax laws and terminology. The incumbent should also possess computer skills, accurate data entry and have working knowledge of general office machines such as calculator, copier, FAX, printer, etc.

PHYSICAL DEMANDS:

The physical demands 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.

While performing the duties of this job, the employee is regularly required to stand and walk; use

hands to finger, handle or feel objects and talk or hear. The employee must occasionally reach with hands and arms and is required to sit.

Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the 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.