

Washington County

Deputy II Branch Manager

Job Description

Exempt: No
Department: Collector's Office
Reports To: Assistant Chief Deputy
Location: County Branch Offices
Date Prepared: August 08, 2014

GENERAL DESCRIPTION OF POSITION

One Deputy II Manager comes to work 2 hours before the second Manager arrival and opens the office at the Springdale Revenue site and leaves 2 hours earlier to match the office hours of the Revenue Office. The second Manager will stay 2 hours after the first Manager and close the office. Another Manager is at the Lincoln Revenue Office and works alone. The main duties are to give tax clearances to persons who have a tax assessment from the assessor's office, determine residents for the past 2 years and make sure all local PP taxes are paid as well as delinquent taxes from other counties over this

2-year period. If tax is due in other county, a money order is taken and sent to them after recording the amount and scanning the check and paperwork into the computer. If the patron is delinquent, or would like to pay current taxes, this is taken at that time as the assessment is stamped to give a clearance that entitles the patron the right to buy car tags.

Each manager will balance all cash, checks and credit cards taken as well as separating out the fee of 2.25% for the use of the credit card. A work sheet is filled out for bookkeeping and checks scanned into the computer and verified that the amount on check match each transaction. A report is filtered for the daily work and deposit is made. This office collected 24.6 million in 2014

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Collect tax payments, collect voluntary tax, collect money orders for other counties, pay online taxes for other counties, Stamp assessment clearance, call other counties for tag clearance, update addresses.
2. Scanning checks at end of day and check amounts to match transactions, balance cash drawer and credit card payments and separate out the collection fee. Make deposit, order changes from the bank for the next day and put all cash and change in a Bank Bag locked in Vault.
3. Have knowledge of credit card payments.
4. Answer telephones.
5. Provide tax information to Realtors, attorney, abstractors, lending institutions, other counties, and individuals either by phone or in person.
6. Resolve problems and deal with customers in a professional manner.
7. Re-assign or consolidate taxpayer ID numbers.
8. Does value adjustments with credit and charges due to back assessments from

assessors office.

9. Verify Over-ride Report from ACD each month.

10. Knowing if the previous year's taxes were paid and if not collecting. Investigating previous year's taxes in other counties to ensure payment then collecting and mailing payments to other counties if necessary . Searching out all Real estate and personal property that a patron may own and advising him/her of the date to be paid.

11. This office will aid in the collection of \$175 MM in 2014 with a large amount in cash. The cashier must balance his cash drawers, scan checks each day and report daily collections to the Fayetteville Bookkeepers.

12. Orders from the bank an efficient amount of change to be on hand for customers cash transactions.

13. Prepares the daily deposit.

14. 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 12 to 18 months related experience and/or training, and 1 to 6 months related management experience, 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

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

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

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; 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

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

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: 3 Bookkeepers match work throughout the day to balance daily collections, deposit and scan checks to match the tax payer and collector's software. This position performance is directly related to the overall collection balance of the Collector's Office. Our Branch managers collect over 20% of Collector's total collections and recordkeeping. Managers work together checking each other's work. They do the same work but have the responsibility to watch over each other in a supervisory capacity.

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

Regularly responsible for property where carelessness or error would result in only minor damage or minor monetary loss. Almost continuous care and attention is required when handling this property in order to prevent loss.

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

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial 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

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 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.

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, use hands to finger, handle, or feel, talk or hear; 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; and color vision.

ADDITIONAL INFORMATION

This position is entrusted with the combination to any safes that the Branch may have. Credit card numbers, check account & routing numbers, Parcel numbers, and mailing address are also entrusted to this position.

Self driven, capable of handling high stress situation, diffuse angry taxpayers, Excellent personable skills along with Organizational skills, motivation and dependability.

Knowledge of Arkansas State Codes for tax collections, revenue renewals, and county assessment procedures. County personnel policies to include FMLA and privacy laws governing employees. Copy, fax machine, check scanners, document scanners and letter folding machine skills.

1. helping people who have not lived in the state to understand the process
2. collecting taxes a year behind after a mid year due date.
3. working with other Arkansas County Collectors
4. communicating and representing the County in a professional manner
5. typing and sorting various material for mailing, filing, and collecting
6. resolve a high stress situation alone with Angry or Upset tax payer without the backup of the home office

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.

