

WASHINGTON COUNTY
Job Description

JOB TITLE: Deputy II - Cashier/Clerk

Exempt (Y/N): No

DEPARTMENT: Tax Collector

DATE REVIEWED: July 2014

SUPERVISOR: Deputy III Collector

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 are \$136 MM. 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 \$4 MM 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 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 bookkeepers 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, maintain duplicate receipts and checks in proper order for bookkeeping.
3. Balance the machine at the end of the day.
4. Check all tax statements against all entries on the computer to ensure that there is a bill for each charge.
5. Provide tax information to Realtors, attorneys, abstractors, lending institutions, and individuals either by phone or in person.
6. Call and obtain verification from other Arkansas counties for new residents to Washington County for tag purposes.
7. Operate the branch offices in the absence of Branch Managers for vacation or sick leave.
8. Schedules and relieves clerks for lunch or breaks at the time allowed.
9. Assist with cash counts of \$1,000.00 or more.

10. Prepare information folder and area for new hires.
11. When requested give taxpayer breakdown of taxes on each individual property listed on assessment.
12. Assisting co-cashiers in the balancing of daily work if required prior to being sent to bookkeeping.
13. Maintaining county-to-county clearance log.
14. Collect money orders for other Arkansas counties for taxpayers if delinquent with such counties.

SUPERVISORY RESPONSIBILITIES:

Directly supervises 3-7 cashiers within the department. Carries out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include making recommendations for hiring, and training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

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 one to two years previous experience working in cashiering, bank teller, and/or general office experience. Knowledge of tax laws and County policies.

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 typing skills, and have working knowledge of general office machines such as calculator, copier, credit card machine, 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.