

Washington County Deputy III Collector Job Description

Exempt: No
Department: Tax Collector
Reports To: Chief Deputy
Location: County Offices
Date Prepared: August 01, 2012
Date Reviewed: July 2014

GENERAL DESCRIPTION OF POSITION

Directly supervise 8 full-time and 2 part-time employees in the collection of \$164MM annually. Training and overseeing their work for compliance to the laws of Washington County and the state of Arkansas. General Administrative Assistant to the Elected Official and Chief Deputy. Supervise the training of Collector office state so that proper procedures are followed, work is accurate performed, and taxpayers are given efficient and friendly service. Handle all Real Estate and Personal property exemptions for over 500 Disabled American Veterans and keep records pertaining to exemptions on each veteran, which includes updating an Access database, as well as a filing system. Make sure that the property being exempted is the primary residence of the Veteran. Have knowledge of the laws and keep updated on them regarding exemptions for Veterans. Receive, open, organize, and distribute, process and return mail. Order and purchase all office supplies. Submit documentation related to new hires, terminations, raises, etc. to the Human Resources office in the absence of the Chief Deputy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist DAV's with exemptions. This duty is performed about 40% of the time.
2. Working through problem payments from mail. This duty is performed about 5% of the time.
3. Schedule breaks, lunches, vacation and sick leave. This duty is performed about 5% of the time.
4. Working with customer complaints and provided support for Deputy Clerks. This duty is performed about 5% of the time.
5. Closing out cash drawers each day for clerks. This duty is performed about 5% of the time.
6. Closing Office, vaults, and locking up daily. This duty is performed about 10% of the time.
7. Working to solve problems for and with staff. Working with delinquent taxpayers and anti-government people who do not want to pay taxes. This duty is performed about 5% of the time.
8. Tracking cash on hand and making change. This duty is performed about 10% of the time.
9. General Administrative Assistant to Elected Official. This duty is performed about 5% of the time.

10. Monthly cash audits for main and branch offices. This duty is performed about 5% of the time.
11. Help get payroll ready. This duty is performed about 5% of the time.
12. Organize the mail and daily operation of the office to ensure that the work is effectively and efficient performed.
13. Ensure return mail is worked and out of the office.
14. Maintaining a good working environment and relationship among office employees, customers and DAV's.
15. Tracking cash and ensuring that clerks have all the necessary supplies to perform their duties.
16. Collection of up to \$12.5MM a day and up to \$63K in daily cash.
17. Balance any cash, check or credit card transactions to a daily report.
18. 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 7 to 11 months related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees.

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 utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

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

Basic: Contact Management

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

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

SUPERVISORY RESPONSIBILITIES

Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: Not indicated.

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, controlled, 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 \$1,000,000 to \$10,000,000.

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

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

ANNUAL MONETARY IMPACT

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

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, 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; frequently required to stand, walk; and occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; and ability to adjust focus.

ADDITIONAL INFORMATION

Maintain confidentiality on SS numbers, VA file numbers, hourly wages, personal phone numbers, birth dates, addresses and vault combination numbers. Highly developed computer skills of Word, Excel, Access and Quickbooks. Bookkeeping experience to help clerks with sending the proper amounts and information to bookkeeping. Knowledge of Arkansas State codes for tax collections, revenue renewals, and county assessment procedures and County personnel policies to include FMLA and privacy laws governing employees.