

JOB DESCRIPTION

Essex County, VA

Job Title	Deputy Clerk I
Department	Treasurer's Office
Category	Full-Time
FSLA	Non-Exempt
Pay Grade	
Report to:	Treasurer
Supervises:	NA

JOB SUMMARY/PURPOSE

The purposes of this position are to provide clerical and accounts receivable duties under supervision to receive, review, respond to and appropriately refer inquiries and requests for information. The work involves attention to details to maintain accurate records, collecting personal property, real estate, state income and estimated taxes; plus collect permit and license fees and funds for the various County departments. Performs receptionist duties and customers service with more difficult problems being referred to a supervisor for assistance. A Deputy Clerk I – Treasurers' office is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

ESSENTIAL JOB FUNCTIONS

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Screens incoming phone calls, mail, concerns and questions; serve as first contact for customers to answer questions and explain policies governing department operations; provides information and appropriate contact information;
- Clerical duties include handling routine collection letters specifically for dog tags and medical rescue bills, filing, maintaining records, assist with preparing tax bills for third party vendor;
- Collects personal and real estate taxes twice a year; collects State Income taxes quarterly and annually; collects fees for various permits and licenses and collects funds from various departments;
- Prepares checks and cash for deposit and balances the register at the end of each day; process accounts receivable in computerized system;
- Updates taxpayer addresses in system and organizes and files tax abatements;
- Reconciles small bank account statements
- Assist citizens with understanding vehicle property tax must be paid to renew vehicle registration, provide receipt of payment so citizens can have DMV release the hold;
- Assist citizens with understanding the regulations related to medical rescue bill that were not collectable by third party vendor; assist citizens with completing paperwork to see if they meet income qualifications for write off;
- Post school cafeteria payments in system to ensure accuracy of School bank deposit;
- Process dog tags by collecting fee and insuring receipt of rabies shots and sending reminder correspondence;

- Ensures that all work is conducted in a safe manner and all work safety practices are followed;
- Performs similar or related work as required, directed or as situation dictates;
- Assists other department staff as needed to promote a team effort to serve the public;
- Continues training; keeps current with office operation and account receivable trends and collection regulations;
- Consistent on-site and on-time attendance is essential for this position based on assigned schedule.

MINIMUM REQUIREMENTS TO PERFORM WORK

Education and Experience:

- High school diploma or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job, plus over one year of office work, banking, bookkeeping and/or customer service experience.
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Licenses or Certificates:

- None

Knowledge, Skills and Abilities:

- Knowledge of standard office practices, procedures, equipment, terminology and clerical techniques;
- Knowledge of accounts receivable and basic bookkeeping practices and procedures;
- Working knowledge of the use of office automation applications and equipment, business arithmetic, American business English and spelling;
- Working knowledge of database management systems for data entry procedures;
- Ability to acquire working knowledge of regulations, legal requirements, and procedures of assigned office;
- Ability to process large volumes of paperwork and/or receipts; ability to type with speed and accuracy and to develop and maintain detailed and accurate records and files;
- Ability to prioritize and organize work assignments to meet established deadlines to complete tasks efficiently and accurately and ability to multitask;
- Ability to maintain effective working relationships with banks, title companies, attorneys, mortgage companies, customers, departmental staff, employees, and the public;
- Ability to understand and follow oral and written instructions;
- Ability to communicate effectively, both orally and in writing;
- Ability to use Windows-based software and data base systems (e.g. Word, Excel, Financial systems);
- Ability to maintain motivation, composure, and self-esteem in stressful situations;
- Ability of handle disgruntled taxpayers;
- Ability to make sound judgments and decisions based on established office policies and procedures and to explain regulations to the public.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemicals	X			
Work with fumes or airborne particles	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Equipment Used – Computers, office equipment, telephone, fax, scanner, handling money				X

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing - stairs		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing			X	
Other-Driving	X			
Other-moving from sitting to standing at counter often			X	

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change).