

JOB DESCRIPTION

Essex County, VA

Job Title	General Clerk COR
Department	Commissioner of the Revenue Office
Category	Full-Time
FSLA	Non-Exempt
Pay Grade	
Report to:	Commissioner of Revenue or Senior Deputy Clerk - COR/Chief Deputy COR
Supervises:	NA

JOB SUMMARY/PURPOSE

This position performs clerical/administrative work in providing assistance to the Commissioner of the Revenue, including providing assistance to taxpayers in person and over the phone related to real estate and personal property records/assessments, maintaining taxpayer files, and processing, business license fees, machinery, tools and merchant capital tax forms, abatements, supplements, and tax relief program applications. The work involves attention to details to maintain accurate records of various tax abatement programs and filing of forms for the various types of taxes. Performs receptionist duties and customers service with more difficult problems being referred to a supervisor for assistance. A General Clerk - COR 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 at counter to answer questions and explain policies governing department operations; provides information and appropriate contact information;
- Clerical duties include handling routine correspondence related to filing of tax forms, sorting and distributing mail; filing, maintaining records, receiving state income tax forms and transmitting them to the State, assist with customer service, etc.;
- Provides customer service to citizens, taxpayers, attorneys, surveyor, real estate agents, appraisers, local & state officials; responds to inquiries regarding real estate, personal property and other assessment matters; runs queries int COR system to gather information as needed;
- Assists with updating permanent personal property, real estate, and related records for the Commissioner of the Revenue, Clerk of the Court, and Treasure by inputting real estate transactions such as transfers, mapping changes and use value taxation and updating building permits into the records system;
- Assist with the production of various assessment books such as real estate and various personal property lists;
- Assist other staff with generating supplements of personal property and real estate taxes;
- Assist other staff preparing abatements of real estate, personal property, public service and/or income tax when erroneously assessed;

- Assists with mailing personal property forms used in the filing and assessment of personal property (machines, computers, office equipment, tools, inventory, and other items owned by businesses) and assists in entering values and file business personal property forms once received;
- Provides assistance to applicants of the County's Tax Relief for the elderly or disabled ordinance including communicating the provisions of the ordinance to applicants, assisting with the preparation of the applications and acquiring information on behalf of applicants;
- May assist with issuing business license fee;
- Assist other staff in processing state income tax, estimated payments and accelerated refunds for state income tax;
- Prepares checks and cash for deposit and balances the register at the end of each day;
- Enters data and records into office system to maintain accurate records;
- 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 Commissioner of Revenue regulations and procedures;
- 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 one year of office work, bookkeeping, records management, and/or customer service experience.

Knowledge, Skills, and Abilities:

- Knowledge of standard office practices, procedures, equipment, terminology, and clerical techniques;
- Knowledge of 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, records, files 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 real estate agents, attorneys, title searches, 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, State Income Tax and COR systems);
- Ability to maintain motivation, composure, and self-esteem in stressful situations;
- 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, files & records				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).