

JOB DESCRIPTION
Essex County, VA

Job Title	Senior Deputy Clerk-COR/Chief Deputy COR
Department	Commissioner of Revenue
Category	Full-Time
FSLA	Non-Exempt
Pay Grade	
Report to:	Commissioner of Revenue
Supervises:	Trains and directs all subordinates

JOB SUMMARY/PURPOSE

This position performs responsible clerical/administrative work in providing assistance to the Commissioner of the Revenue, including assessing business and individual personal property accounts for taxation, processing state income tax matters and reporting them to the Virginia Department of Taxation; 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. The position is responsible for the office during the Commissioner of Revenue's absences. A Executive Senior Deputy Clerk – COR 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.)

- Oversees and monitors work of the Deputy Clerk II's and performs all duties of the Deputy Clerk II/Deputy COR and General Clerk-COR;
- Assists the Commissioner of the Revenue (COR) with his daily duties and has full responsibility for the COR in the absence of the Commissioner;
- Assists the Commissioner of the Revenue with the budget process and revenue projections, and produces statistical reports for County officials;
- Assist the Commissioner of the Revenue with human resource decisions and oversees employee performance;
- Completes numerous surveys and produces various assessment books, including real estate, personal property and public service;
- Advises the public in complex tax related issues using tact, courtesy, and good judgement including, but not limited to, advising citizens on various federal, state and local income tax filing requirements;
- Downloads vehicle information from the Division of Motor Vehicles to the AS400 and creates physical files for the maintenance and processing of personal property;
- Provides technical support for data processing and analyzes problems, implements software changes and receives technical training from third party software providers and/or agencies;

- Produces all permanent personal property, real estate, and public service records for the Commissioner of the Revenue, Clerk of the Court, and Treasurer;
- Ensures that retention and disposal policies are followed by the Commissioner's office;
- Generates supplements of personal property, real estate and income taxes;
- Reviews building permits and work field appraisals of real estate between the general reassessment of property, including visiting each property to measure, sketch and grade improvements and check for completeness;
- Generates real estate assessment notices and assists the Commissioner with setting up and conducting the real estate hearings, including making any necessary changes based on the results of the hearings;
- Documents changes for new subdivisions, parcels and acreage on existing tax maps;
- Generates and maintains statistical information for state agencies including, but not limited to, the tax ratio and market sale analysis for the Department of Taxation, the workload measures for the Commonwealth of Virginia Compensation Board and the compilation of tax rates for the University of Virginia, Weldon Cooper Center for public service;
- Assists employees in assessing complex personal property calculations including making final judgement on the approval of Personal Property Tax Relief (PPTR) decisions;
- Trains and informs employees on all computer related work, all tax forms, all processes related to developing appropriate tax assessment records;
- Enters data and records into office system to maintain accurate records;
- Manages office processes and monitors budget and expenses for office;
- 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:

- Associate degree supplemented by 4-5 years of relevant experience or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job. Work experience in a Commissioner of Revenue Office preferred

Licenses or Certificates:

- Master Deputy Commissioner of Revenue Certificate

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;
- Working knowledge of assessment procedures for real estate and personal property taxes;
- Working knowledge of State income taxes collection for the State of Virginia;
- 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 oversee office operations of the Commission of Revenue Office;
- 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				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).