

BANKS COUNTY, GEORGIA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

TAX CLERK

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical work associated with receiving/processing property tax and mobile home tax payments, selling/issuing vehicle tags, providing customer service, and processing tax-related documentation.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Processes a variety of documentation associated with ad valorem taxes, mobile home taxes, vehicle tags, or other department activities, within designated timeframes and per established procedures.

Provides customer service at counter, by telephone, and by mail; provides assistance and information related to taxes, tags, titles, bills, payments, procedures, documentation, or other issues; provides general information relating to county offices or local directions; provides address verification or other requested information to other county offices; responds to routine questions, complaints or requests for service; researches problems and initiates problem resolution.

Receives payments for real property taxes, personal property taxes, mobile home taxes, intangible taxes, timber taxes, vehicle tags, decals, titles, or other taxes, fees, or services; records transactions, posts payments, and issues receipts; operates cash register, balances cash drawers, and closes out register each day; prepares revenues for deposit and forwards as appropriate.

Processes sale of vehicle tags or decals; ensures correct class of vehicle, address of taxpayer, and amount of taxes/fees due; verifies correct birth-date of owner to determine expiration date of registration; ensures presence of necessary documentation; enters data into computer system; updates addresses in computer; ensures correct tag and/or decal is issued for each vehicle; issues tags and decals; applies stickers to tags; maintains daily records of issued tags for daily reports.

Assists customers in applying for vehicle titles or duplicate titles; verifies accuracy and completeness of all title information; ensures presence of necessary documentation; enters data into computer system.

Sorts, opens, distributes, and/or processes incoming mail; receives incoming tax/tag payments and related forms; reviews documentation for accuracy and completeness; processes and records payments, and returns completed documentation to taxpayers; prepares and mails relevant correspondence to customers; returns late tax bills or tag notices with penalties.

Processes requests from mortgage companies to provide current property tax amounts.

Receives various forms, reports, correspondence, payments, tax bills, tag documents, title documents, fi-fa's, balance sheets, inventory records, tax digests, fee schedules, assessment/appraisal guides, tag/title manuals, road atlases, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, e-mail, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; loads daily backup tapes into computer; coordinates service/repair activities as needed.

Notarizes documents as needed.

Performs general/clerical tasks, which may include opening/closing office, opening storage room to retrieve daily tags/decals, opening safe to retrieve cash drawers, separating multi-part forms, typing documents, making copies, or sending/receiving faxes.

Communicates with supervisor, employees, other departments, mortgage companies, banking personnel, court personnel, attorneys, taxpayers, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains a comprehensive, current knowledge of applicable laws/regulations; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Answers incoming telephone calls; provides information and assistance; records/relays messages or directs calls to appropriate personnel; returns calls as necessary.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by one (1) year previous customer service, cashier, or general office experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain valid Georgia Notary Public certification.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as violence, disease, or pathogenic substances.

Banks County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.