

Title: Tax Clerk II
Department: Finance
Division/Office: Tax section



Grade 2113; Hourly position; Category: Classified; Job Code: TXC2; Rev.:07/01/2021

General Description

The purpose of this position is to perform advanced clerical/accounting work related to the billing and collection of taxes, sewer and other user fees.

This career ladder series position works under general supervision, independently developing work methods and sequences per instructions.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Collects tax and sewer payments using computerized database.
- Processes the larger more difficult payments.
- Provides extensive customer service including billing questions.
- Oversees the senior tax credit program.
- Assists in calculating amounts owed for customers with multiple accounts.
- Reconciles daily batches.
- Balances cash drawer.
- Verifies the accuracy of bills and property owner information.
- Assists with reporting correct addresses to the Assessment Office for entry.
- Assists with tax adjustment preparation.
- Processes Mobile Home Letter Requests.
- Assists with supplemental billing review and distribution.
- Reviews and issues mobile home letters.
- Makes mail runs and bank deposits.
- Monitors unpaid taxes, program fees, and user charges and recommend corrective action.
- Answers telephone and give general information in response to public or official inquiries.
- Performs related work as required.

Minimum Education and Experience Requirements

Requires High School graduation or GED equivalent and two (2) years bookkeeping, tax collection, or closely related experience or any equivalent combination of education, training and experience.

Additional Requirements:

Knowledge of modern clerical computerized account-keeping practices and proficiency in automated tax billing system; good knowledge of office terminology, procedures, and equipment, and of business arithmetic and English; ability to enter data; ability to understand and follow oral and written directions; tact and courtesy in dealing with the public; willingness and ability to adapt to new office procedures as required, including computerized office procedures; ability to establish and maintain effective working relationships with contractors, property owners, representatives from other agencies and the public; ability to express oneself clearly and concisely, orally and in writing; regular and timely attendance; performance of duties in a safe manner.

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Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

Americans with Disabilities Act Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Certifications and License Requirements:

- Must possess and maintain a valid state driver's license with an acceptable driving history.
- May be required to pass standardized examination to determine basic knowledge, skills & abilities.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement