

**A03-FLSA NE \$21,509.53-\$34,512.35**

**UNION COUNTY, SOUTH CAROLINA  
JOB DESCRIPTION**

**JOB TITLE: CLERK  
DELINQUENT TAX OFFICE**

**GENERAL STATEMENT OF JOB**

Under direct supervision, performs specialized clerical work using the application of basic bookkeeping principles in assigned division of the Delinquent Tax Office. Performs related work as required. Reports to the Tax Collector.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Receives, receipts, posts and reports on various monies received, including taxes, permit fees, etc.; processes refunds; balances accounts; prepares daily deposits.

Performs specialized clerical work in assigned division, which may include but is not limited to issuing various permits, licenses, assessments, etc.

Prepares and maintains accurate and up-to-date division records.

Processes, prepares, types, copies, files, distributes and/or transmits a variety of records, forms, logs and other documents, which may include revenue / expenditure reports, collection reports, cash drawer summary reports, refund reports, receipts, tax notices, edits, billing invoices, check requests, permit/license applications, property cards, newspaper advertisements, etc.; prepares and/or types routine correspondence.

Operates a computer to enter, maintain and retrieve division data and information, and to prepare various documents.

Answers the telephone; provides accurate information as requested and/or forwards calls to appropriate staff person; takes messages as necessary.

Greets and assists office visitors, providing professional and courteous customer service at all times.

Performs general office duties as required, including typing reports and correspondence, copying and filing documents, faxing information, opening and sorting mail, ordering office supplies, etc.

Refers to policy and procedure manuals, computer manuals, etc.

Operates a variety of equipment such as a computer, printer, scanner, fax machine, copier, calculator, telephone, postage machine, etc.

Uses clerical and computer supplies.

Interacts and communicates with various groups and individuals such as the immediate supervisor, co-workers, other County department heads and employees, vendors, general public

**ADDITIONAL JOB FUNCTIONS**

Assists other clerical personnel with duties as necessary.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent supplemented by one to two years of responsible clerical and/or bookkeeping experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks involve the ability to exert light physical effort in sedentary to light work, which involves the lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable function, structural, or compositional characters (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from Supervisor.

**Language Ability:** Requires ability to read a variety of policies and procedures, computer manuals, etc. Requires the ability to prepare reports, records, correspondence, etc. with proper format punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply common sense understanding to carry out instructions furnished in written, oral or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations. Requires the ability to learn and understand principles and techniques; to make routine independent judgements in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use basic bookkeeping mathematics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, procedures and policies of the County as they pertain to the performance of duties of the Clerk. Has the ability to comprehend, interpret and apply laws, codes, regulations, procedures and related information. Has excellent clerical, bookkeeping, data processing and interpersonal skills. Has the mathematical ability to handle required calculations. Is capable of producing quality work which requires constant attention to detail. Has the ability to offer assistance to co-workers and employees of other departments as required. Has the ability to plan, organize and prioritize daily assignments and work activities. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing. Knows how to use and maintain a variety of office equipment. Is able to prepare routine reports with accuracy and in a timely manner. Has knowledge of the terminology and various professional languages used within the department. Knows how to maintain effective relations with personnel of other departments, professionals and members of the public through contact and cooperation; is able to communicate effectively with customers in confrontational situations. Knows how to react calmly and quickly in emergency situations. Is able to perform duties effectively despite frequent interruptions.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgement:** Exercising analytical judgement in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgement.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra- departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**