

SENIOR TAX COLLECTION ASSISTANT - 2107

General Definition of Work:

Performs intermediate skilled administrative support work assisting customers, providing information and in the receipt of taxes and fees and the preparation and/or maintenance of fiscal or related records; does related work as required. Work is performed under limited supervision.

Essential Functions/Typical Tasks:

Processing garnishments, dealing with delinquent tax property; collecting and receipting tax payments; entering data; maintaining records.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Assists with preparing and processing garnishments and bank attachments on delinquent lists.
- Researches questions using a variety of sources.
- File claims, maintain records and follow North Carolina Laws for bankruptcy proceedings.
- Prepares a variety of forms and correspondence pertaining to the collection of funds.
- Assists taxpayers, attorneys, realtors, mortgage companies with questions, problems and complaints in person or by telephone.
- Receives tax payments for real estate, personal property and motor vehicles in person and through mail.
- Verifies delinquent collections; verifies and issues prorations and releases.
- Issues receipts and enters data into computer system.
- Checks mail payments to ensure they match amount on bill and signature; stamps check for endorsement.
- Closes and balances cash drawer daily; prints daily listing; prepares deposits.
- Ensures cash and mail payments match receipts; notes costs, refunds, overages/underages.
- Receives payments for use of ambulance.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

General knowledge of bookkeeping terminology, methods, procedures and equipment; general knowledge of standard office procedures, practices and equipment; ability to understand and follow oral and written directions; ability to establish and follow detailed work procedures; ability to post accounts and to perform mathematical computations with speed and accuracy; skill to use a variety of office machines; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience:

Any combination of education and experience equivalent to graduation from high school supplemented by course work in bookkeeping and some experience as a Deputy Tax Collector.

Physical 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 reaching, standing, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of or ability to obtain North Carolina Department of Revenue certification as a Deputy Tax Collector within five (5) years of employment.