



SANDERS COUNTY VACANCY ANNOUNCEMENT

January 11, 2019

Position: Clerk
40 hours/week - Non-Exempt

Department: Treasurers

Salary: Starting rate of \$13.75

Closing Date: 5:00 PM on Thursday, January 24, 2019

Application Documents Required: Please contact Sanders County Job Services at 406-827-3472.

Work Unit Overview: Full time Position. All county departments must maintain an open and customer service oriented environment, cooperate with other County departments and governmental entities, and keep accurate and timely records and information.

The Treasurer's Department is responsible for the collection of real and personal property taxes in the County through an annual billing process. In addition, this department records miscellaneous revenues from county departments, school districts and other special taxing districts of the County. The department also issues real property tax assignment certificates and tax deeds for those properties. It also collects motor vehicle fees and registrations.

Job Summary: The Treasurer Clerk is responsible for providing services for taxes and fees to County residents in accordance with established procedures and applicable laws. Duties include assisting the public, in person and over the phone, with property tax-related issues and questions, collecting property tax from County citizens, assisting in receipting taxes and monies into various county funds, and performing specialized accounting and payment processing of all tax payment types. They also collect motor vehicle fees and registrations and issuing license plates to residence.

Successful Candidate must be able to:

- Process tax payments and accounts receivable to ensure accurate, complete, and efficient verification, posting, and recording of tax payments to the County according to established procedures and laws. Review, validate, create tax vouchers and identify basic errors and discrepancies (e.g., unidentified payments, unspecified payment year/quarter, overpayments, missing information, etc.).
- Coordinate and assist with annual mailing of revenue and tax bills, including filing duplicate copies according to established procedures and tax laws. Collect taxes and issue permits for moving mobile homes, handle daily deposits, file A101's daily, and process the balancing of the cash drawer(s) in the absence of the supervisor.
- Record miscellaneous revenues from county departments, school districts, and other special taxing districts of the County according to established policies. Issue real property tax assignment certificates and tax deeds as appropriate.
- Coordinate accounting and payment processes, including any wire payments, NSF and returned transactions, creation of County budget and accounting system journals, and conduct research to unsuspended problem payments for all tax/account types.
- Resolve basic errors and discrepancies by verifying taxpayer information through review of other departments' and agencies' records, contacting taxpayers by phone or in writing, and/or requesting copies of checks from banks to identify proper posting.
- Process tax payments and accounts receivable to ensure accurate, complete, and efficient verification, posting, and recording of tax payments to the County according to established procedures and laws. Review, validate, and create tax vouchers and identify basic errors and discrepancies (e.g., unidentified payments, unspecified payment year/quarter, overpayments, missing information, etc.).
- Assist with taxpayer registration, which includes maintaining, updating, or adding taxpayer account information as submitted on paper documents or electronically filed tax returns via automated registration functions for a limited number of tax types. Assist with processing taxpayer account data to ensure accuracy, efficiency, and completeness. This may include establishing database files; receiving and verifying information, monitoring automated updates; generating reports; purging records as appropriate, and/or assisting with manual records management.

- Receipts all current and delinquent real estate, personal property and mobile home taxes
- Run delinquent tax lists for the Tax Lien Assignment process and for Sheriff's Sale on mobile homes and personal property; Tax lien assignments and redemptions; Writ of Executions on delinquent mobile homes and personal property
- Mobile home moving permits and TRP process in the motor vehicle computer
- Certification of taxes paid for surveys; manages bankruptcy documentations; mail tax statements and reminder cards for all taxes
- Collect for web tax subscriptions; research tax records; writes refund checks
- Handles incoming and outgoing correspondence; cleans up records and notes in the tax system
- Write "Z" licenses for County liquor licenses and firework permits
- Assist customers with the motor vehicle title and registration process by assessing their needs and explaining applicable requirements ordained by laws and rules. Direct customers to filling out the necessary paperwork and check for completeness and accuracy.
- Investigate customer backgrounds by searching appropriate databases to ensure there are no circumstances prohibiting them from attaining a particular license or registration. Respond to customer complaints and explain statutes and policies and procedures that apply to each situation.
- Verify accuracy and completeness of customer paperwork such as title, supporting documents, loan contracts, proof of insurance, and ensure all specific requirements are satisfied by reviewing paperwork. Identify missing information and documents and explaining any deficiencies to the customer.
- Identify problems in required documentation (e.g., signature not notarized, wrong odometer readings, etc.) based on application of established policies and contacts appropriate party to correct problem, returns paperwork, or refers complex problems to supervisor (e.g., out-of-state titles, etc.).
- Assign plate numbers and registration information for tax exempt vehicles (such as county, churches and city) handle customer form 2290-Federal Highway Use tax, complete paperwork for the Military, handicapped, ham radio, fire fighter professional exempt plates and non-profit organizational plates and process incoming mail daily. Enter all registration and title information into computer, ensuring that entries are accurate and logged/filed according to established procedures.
- Process completed applications and issue motor vehicle titles and licenses at the service counter according to department policies and applicable laws. This includes calculating and collecting appropriate fees, verifying collected amount with receipt amount and reconciling the cash drawer.
- Communicate with the public, dealerships, finance companies, and banks regarding title application procedures, license plate renewals, and other motor vehicle issues. This includes writing and sending correspondence to customers explaining fees, reasons for rejection of documentation, and policies and procedures.
- Maintain records for inventory of license plates, verification stickers, forms used and any related office filing/inventory procedures.
- Provide guidance to new administrative clerks by demonstrating and providing assistance with licensing and registration processes, answering questions, and resolving routine problems.
- Establish and maintain a variety of files, assist in administrative functions in support of County policies and procedures, and other tasks associated with various functions of the Office.
- Perform other duties as assigned including but not limited to managing special projects, attending meetings and conferences, providing backup for other staff, participating in training, etc.

Education and Experience:

- The job requires education and experience equivalent to a high school diploma or GED and two (2) years of experience cashiering, general office work and customer service.
- Equivalencies include post-secondary course work and one (1) year of experience in data entry, property tax department, and computer operations or related work.
- The job requires knowledge of accounting and bookkeeping procedures; automated data processing systems; pertinent property tax codes and regulations; principles and practices of customer service; how fees are calculated, the application of fees, definition of fees, taxable value, and how to explain this to customers with differing knowledge bases; additional documentation that may be required such as insurance requirements and handicap authorizations; applicable taxes, percentages due, when they are due, and exceptions; reference materials; collection laws and procedures for delinquent R.E., P.P, M.H., and U.T. taxes; and applicable reference books.
- The job requires knowledge of state and county motor vehicle licensing and registration laws; principles and practices of customer service; how fees are calculated, the application of fees, definition of fees, taxable value, weight, and how to explain this to customers with differing knowledge bases; additional documentation that may be required such as insurance requirements and handicap authorizations, etc.; applicable taxes, percentages due, when they are due and exceptions; and reference materials such as Polk and Peck Books, Blue Books, Registration, and Title Manuals; calculate and collect taxes and fees due; to use reference materials such as Polk and Peck Books, Blue Books, Registration, and Title manuals; and problem solve with customers.

- The job requires skill in the use of various databases, software and computer systems, accounting and bookkeeping procedures, and customer service; records maintenance, handling non-public confidential information appropriately; working independently to achieve department goals and explaining complicated tax information to customers with differing knowledge bases. Accurately run a 10 key calculator and balance documents.
- The job requires the ability to communicate effectively verbally and in writing; securely handle and deliver taxpayer information and payment documents to appropriate staff, identify and correct data errors, operate specialized data processing systems, accurately cashier transactions; calculate and collect taxes and fees due, use tax reference materials, and problem-solve with customers.