

LEE COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE:

TAX / TAG CLERK

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical work in support of the Tax Commissioner's Office, to include providing customer service, collecting taxes/fees, issuing tags/decals, and processing 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 department activities, within designated timeframes and per established procedures.

Provides customer service in person, by telephone, and by mail: greets customers and provides assistance/information related to taxes, tags, titles, payments, procedures, documentation, fees, or other issues; responds to routine questions, researches problems, and initiates problem resolution; assists customers in completing/filing tax returns for assessment purposes; verifies tax amounts for various attorneys or agencies.

Calculates various taxes, fees, values, or other charges.

Collects County taxes on real property, personal property, vehicles, mobile homes, timber taxes, intangible taxes, and ad valorem taxes, and collects city taxes on vehicles and mobile homes: receives moneys in payment of taxes, tags, decals, titles, or other fees/services; records transactions and issues receipts; balances cash drawers; prepares revenues for deposit and forwards as appropriate; manually posts payments to tax digest; makes adjustments for errors on tax digest; reconciles tax work; writes refund checks as needed.

Processes title documentation for dealers and the public: processes title applications, title transfers, requests for replacement of titles, and other actions; verifies accuracy and completeness of title information; ensures presence of necessary documentation; enters data into computer system; issues titles; reconciles title work.

Processes sale, renewal, and transfer of vehicle registration tags, decals, or license plates: verifies accuracy of information, including class of vehicle, address of taxpayer, insurance information, and amount of taxes/fees due; enters data into computer system; issues tags and decals; ensures correct tag and/or decal is issued for each vehicle; reconciles tag work.

Registers mobile homes and issues decals: verifies accuracy of information; enters data into computer system; reconciles mobile home work.

Issues fi-fa notices to attach liens on property.

Processes, prints, and mails property tax bills, mobile home tax bills, delinquent tax notices, and other documentation.

Processes incoming mail: receives, opens, and processes incoming mail; receives and re-routes returned mail.

Processes applications for homestead exemption: researches eligibility of applicants for additional exemptions.

Conducts research of department files, historical records, database records, Internet sites, hardcopy materials, or other sources as needed.

Prepares or completes various forms, reports, correspondence, balance sheets, bank deposits, title/tag applications, copies of tax bills, fi-fa notices, or other documents.

Receives various forms, reports, correspondence, lists, renewal notices, tax notices, title applications, payments, cash book summary/detail reports, insurance cards, deeds, contracts, court orders, divorce decrees, death certificates, power of attorney forms, general execution docket, tax digest, policies, procedures, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a personal computer, general office equipment, postage machine, shredder, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, e-mail, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner.

Maintains file system of various files/records for the department: prepares files, organizes documentation, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Assists in maintaining inventory of license tags/decals and other supplies: maintains supplies at assigned workstation.

Communicates with supervisor, employees, other departments, financial institutions, attorneys, insurance companies, dealers, taxpayers, the public, state/federal agencies, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Performs notarization of documents as needed.

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

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include opening/closing office, typing documents, making copies, sending/receiving faxes, replenishing supplies, or receiving incoming deliveries/packages; performs light housekeeping tasks such as cleaning/dusting work areas or emptying trash containers.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by 6 months previous experience and/or training involving general office work, customer service, cashiering, tag/title processing, basic tax laws, and/or personal computer operations; 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 State of Georgia Notary Public certification.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to determine, calculate, tabulate, and/or summarize 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.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

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 apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

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. Most tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as rude/irate customers.

Lee 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.