

Notice

The Cherokee County Commission is now accepting applications in accordance with its Personnel Policy for the position of **Collections Clerk** until the close of business on Friday, August 2, 2024. Applications will be accepted at the County Commission office located in the Cherokee County Administrative Center, 260 Cedar Bluff Road, Suite 103, Centre, AL 35960. A complete job description is available for download at www.cherokeecounty-al.gov/employment-opportunities.

JOB SUMMARY: Under the supervision of the Chief Clerk for Revenue, the employee uses established practices and procedures for the accurate and timely distribution of billings and the collection, recording, and accounting of revenues and fees collected for County services and operations. The employee performs customer service functions and clerical duties to include generating and maintaining records, reports and files, tracking delinquent payments, and collecting and processing tax payments. The employee also generates office correspondence and answers questions for customers and assists customers apply for tax exemptions.

ESSENTIAL FUNCTIONS: Performs various cashier functions related to the collection of fees and taxes relating to County assessments following specific processes related to various types of transactions; performs office and customer assistance activities to ensure efficient operation and workflow of the Revenue Office.

KNOWLEDGE, SKILLS, AND ABILITIES: Knowledge of general office procedures and filing systems, safety rules, policies and procedures. Knowledge of County and State tax laws as it applies to assessment and collections, appraisal process, methods, and procedures. Ability to read and comprehend maps, records, deeds and other correspondences. Effective verbal skills, basic accounting methods, ability to operate office equipment, use computers and office productivity software, handle money. Communication skills to effectively communicate internally and externally.

SALARY AND BENEFITS: Starting salary is \$15.83 per hour. Salary is negotiable based on successful applicant's related experience, education and training. Successful applicant will be awarded county benefits which includes Blue Cross Blue Shield health insurance and participation in the State Retirement System. First consideration will be given to all present employees of the Cherokee County Commission, who are eligible for the position. The Cherokee County Commission is an equal opportunity employer.

CHEROKEE COUNTY

JOB DESCRIPTION

Job Title: Collections Clerk

Department: Revenue Commission

FLSA: Grade: 5
Security Sensitive

Name:

Job Description Prepared: September 2014

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Chief Clerk, Revenue

Subordinate Staff: None

Other Internal Contacts: Probate Office; Commission Office; Sheriff; EMA

External Contacts: General Public; Alabama DOR; Realtors; Abstract/Title Companies; Financial Institutions; Attorneys; Surveyors; Fee Appraisers; Federal Loan Programs

Job Summary

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Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the ADA must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

ESSENTIAL FUNCTION: Revenue Collections and Assessment. Performs various cashier functions related to the collection of fees and taxes relating to County assessments following specific processes related to various types of transactions.

- Receives real property and personal property ad valorem tax payments in cash, checks or money orders; makes correct change; issues receipts.
- Prepares mobile home appraisals and assessments.
- Collects and processes taxes assessed on mobile homes and issues appropriate receipts and decals.
- Records taxes received to appropriate accounts and ledgers each day; ensures totals match.
- Performs a daily reconciliation of all cash drawers; checks receipts against monies collected for accuracy and ensures that it matches daily report.
- Processes and mails bills to homeowners who are not using a mortgage company to pay property taxes.
- Tracks and processes delinquent payments.
- Mails court notices.
- Ensures that property sale advertisements are sent out certified mail.
- Collects and records payments for back-taxes.
- Prints daily report for manufactured homes and tax collections.
- Prepares bank deposits.
- Prepares and issues refunds when appropriate.
- Registers customers for homestead, 65 and older, and disability tax exemptions; validates and processes the exemptions.
- Prepares end-of-day and monthly cash collection reports.
- Prepares disbursement reports to County cities and towns, and state.
- Prepares mobile home decal and disbursement report each month.

ESSENTIAL FUNCTION: General Clerical Duties and Customer Service. Performs office and customer assistance activities to ensure efficient operation and workflow of the Revenue Office.

- Answers questions from walk-in customers.
- Distributes printouts of property descriptions for property bonds.
- Conducts researches and obtains information on manufactured homes to determine proper decals needed.
- Provides appraisal department with mobile home information on those to be assessed through ad valorem tax assessment.

- Files documents in the appropriate folders and drawers according to office policy.
- Types correspondence, memos, preprinted forms and related documents.
- Keys information into the computer.
- Makes copies of various documents.
- Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Greets customers and assists in answering questions regarding current use forms and proper way to complete the form, etc.
- Conducts research of records to locate information for customers.
- Assists in preparing the bank deposits.
- Drives the bank deposits to the bank.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

- *Knowledge of County rules, regulations, policies and procedures.
- *Knowledge of County layout and property divisions.
- *Knowledge of general appraisal process, methods, and procedures.
- Knowledge of general office procedures and filing systems.
- Knowledge of county and state tax laws as it applies to assessment and collections.
- Knowledge of Probate Judge's office procedures concerning deeds, mortgages, and covenants.
- Knowledge of basic accounting methods and procedures.
- Knowledge of safety rules including accident causation and prevention.
- Reading skills to comprehend assessment and tax laws, and taxpayer correspondence, etc.
- Communication skills to effectively communicate internally and externally, both orally and in writing.
- Verbal skills to communicate effectively with supervisor, co-workers, and public.
- Writing skills to clearly and neatly complete routine forms records, and notes using correct English, grammar, punctuation, and spelling.
- Math skills to perform basic calculations (add, subtract, multiply, divide) and calculate percentages.
- Ability to research official records relating to property transactions.
- Ability to deal with all contacts in a courteous and patient manner.
- Ability to multi-task, organize, and prioritizes responsibilities.
- Ability to work independently with a minimum of supervision.
- Ability to tabulate large volumes of data and compute taxes.
- Ability to enter hard copy material into computer-oriented appraisal program.
- Ability to handle monies, checks, and credit card payments.

- Ability to read and comprehend maps, records, deeds, and other correspondence.
- Ability to use GIS system
- Ability to use computers and office productivity software.
- Ability to use modern office methods, techniques and equipment.
- Ability to use multi-line telephones.
- Ability to drive.

Minimum Qualifications

- Possess an associate's degree from an accredited college or university in a business related area.
- Four years of practical work experience in an office environment dealing with the public; or any combination of education, training and experience that demonstrates the above listed knowledge, skills and abilities commensurate with the requirements of this job.
- Possess a current and valid driver's license.
- Ability to travel to attend meetings and training programs.
- Ability to work overtime or non-standard hours as required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated and ventilated.