

HIDALGO COUNTY TAX OFFICE COLLECTIONS DEPARTMENT

Job Title:	Tax Clerk/Cashier	FLSA Status:	Non-Exempt
Department:	140	Civil Service Status:	Non-Exempt

SUMMARY

Performs a variety of clerical procedures for which guidelines exist and may require judgement and specialized knowledge.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Types correspondence and other documents and materials using a typewriter and/or word processing software.
- Uses spreadsheet and/or database software to input and retrieve information
- Establishes and maintains records and files related to Tax Office.
- Conducts research as needed to respond to routine questions by tax payers.
- Reviews and processes documents requiring basic knowledge in the Tax field.
- Prepares and mails responses to routine inquiries.
- Prepares and issues documents according to specific instructions or established guidelines.
- Performs other clerical duties as required, including filing, coding, recording information, making copies, sorting, and distributing mail, faxing and shredding.
- Proofreads records and forms.
- Addresses envelopes or packages.
- Receives and posts payments and issues receipts.
- Provides an accounting of cash balance daily and insures that cash balances with receipts issued.
- Responsible for resolving most discrepancies independently.
- Prepares cash and checks for deposits and make deposits.
- Responsible for all cash and checks.
- Issues Tax Certificates as requested by mail or by telephone.
- Issues statements on Rollback and delinquent tax on new subdivisions and continues to update files.
- Splits or combines accounts when necessary.
- Prepares and receives payments on delinquent contracts.
- Receives and posts payments on Special Inventory.
- Updates yearly ledgers kept on accounts taxed under productivity values.
- Stamps, sorts and distributes mail.
- Folds statements.
- Stuffs envelopes by hand.
- Answers telephones, conveys messages and runs errands.
- Maintains, distributes, keeps record of replacement orders for inventories of supplies.

- Pulls receipts and files from storage.
- Sets up fee accounts.
- Receives and posts payments on fees.
- Posts refunds.
- Reviews and processes all property types for all current and prior year supplement adjustment modifications.
- Mails all supplements or regular mailouts and researches all return mail.
- Accepts refund applications and answering any questions relating to adjustments.
- Responsible for coding or un-coding mortgage company and keeps good communication with mortgage companies.
- Calculates In-House adjustments.
- Available to perform duties in the Assessing, Collecting or Motor Vehicle Departments for cross training.
- Deals with the public and helps solve taxpayer problems in person or by telephone, conveys messages and makes telephone calls.
- Must be flexible and available to perform other duties as assigned. Must have good judgement, be courteous, cooperative, maintain a good attendance record and be properly dressed for the job.
- Must be able to perform consistently and effectively under extreme pressure.
- Must observe all rules and safety procedures.
- Assists the taxpayer with information and hand out forms on how to transfer a title.
- Answers telephone questions courteously, professionally and efficiently.
- Collects monies for xerox copies.
- Ability to work well with others.
- Regular attendance is a must.
- Performs such other duties as may be assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED) with courses in typing, plus a minimum of one (1) year of responsible managerial work experience, preferably with governmental entity; OR
- Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- Bilingual is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

- Must possess a current valid Texas Motor Vehicle Operator's license and current liability insurance.
- Provide letter of recommendation from previous employer.
- Provide copies of diplomas and certificates of achievements.

OTHER SKILLS AND ABILITIES

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, ratio and percent to draw and interpret bar graphs.
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the County.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand; sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is required to reach with hands and arms, climb or balance, stoop or kneel.

The employee must occasionally lift and/or move up to thirty (30) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment.

Maintain mental capacity which permits:

- making sound decisions and using good judgement
- demonstrating intellectual capabilities.

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment.



Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communicating with others.

ACCIDENT PREVENTION PROGRAM

Required to follow all department's safety regulations.