

SENIOR TAX COLLECTION CLERK

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work of a moderately complex nature, involving responsibility for financial functions such as record processing, maintenance and review, primarily associated with, but not limited to, tax collection and related duties. Considerable contact and interaction with the public, to provide assistance and information related to taxes and tax collection, is involved. Work assignments differ from entry level in complexity and level of responsibility. Work is performed under direction of higher level financial administrators, with leeway allowed for exercise of independent judgment in carrying out details of the work. Work guidance may be provided to lower level clerical employees. Performs related work as required.

TYPICAL WORK ACTIVITIES:

Provides information and responds to inquiries by telephone, email, written correspondence or in person, regarding taxes, tax collection and other account status matters;
Resolves taxpayer problems and complaints;
Participates in collection of tax payments, issues tax receipts, prepares related deposits, summaries, and reports;
Prepares mailings of statutory delinquency notices to taxpayers;
Provides tax payment information to banks, lawyers and title companies;
Explains eligibility and processes for routine installment agreements, and monthly and quarterly tax payments;
Receives, inputs and reconciles payment records for installment agreements, monthly and quarterly tax payments, annual Corporate tax payments, liens, foreclosures and other issued legal notices;
Creates and maintains spreadsheets for tracking of tax payments, including installment agreements, monthly and quarterly tax payments, annual Corporate tax payments, liens, foreclosures and other issued legal notices;
Posts, records, verifies and reconciles daily closeout of collections and/or other accounts, as assigned;
Records, tracks and redeposits checks returned for insufficient funds (NSF);
Processes requests for bail refunds and/or refers to appropriate municipality for refund;
May assist with preparation of accounting and financial statements, payrolls, statistical tabulations and data, form letters, memoranda, vouchers, reports, requisitions or data from various source materials, as assigned;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

SENIOR TAX COLLECTION CLERK (cont'd)

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of business practices, procedures and terminology used in keeping and checking financial accounts and records, including computer financial software; good knowledge of office terminology, procedures and equipment; good knowledge of processes and recordkeeping procedures applicable to tax collection functions; good knowledge of business arithmetic and English; working knowledge of applicable laws, rules, regulations and policies impacting County taxes and collection of taxes; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to organize and maintain accurate records and files; ability to analyze and organize data and prepare records and reports; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; integrity; tact and courtesy.

MINIMUM QUALIFICATIONS: Either

- a) Bachelors degree in Business, Management, Finance, Accounting, or a closely related field and four (4) years of administrative and/or management experience in a business, professional or political organization, involving interaction with the public and/or a variety of clientele, staff or interest groups; or
- b) Associates degree in Business, Management, Finance, Accounting, or a closely related field and six (6) years of administrative and/or management experience in a business, professional or political organization, involving interaction with the public and/or a variety of clientele, staff or interest groups; or
- c) An equivalent combination of training and experience as indicated in a) and b) above.

SUBSTITUTION NOTE: Post-secondary level coursework in accounting, business administration, or a close related field may be substituted for up to two (2) years of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Commission as a New York State Notary Public within six (6) months of appointment, to be maintained throughout appointment.