



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Chief Deputy Collector</u>	NEW: <input type="checkbox"/>	REVISED: <input checked="" type="checkbox"/> <small>(Please check one)</small>
REPORTS TO: <u>Collector</u>	FLSA: <u>Exempt</u>	DATE: <u>03/2017</u>
DEPARTMENT: <u>Collector's Office</u>	JOB CODE: <u>101</u>	

SUMMARY:

With limited supervision, the Chief Deputy Collector oversees and supervises the office staff that perform tax collection duties for Boone County. This highly responsible position assumes the duties of the office in the absence of the Collector.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Coordinates and oversees the processes inherent in the collecting of county tax payments; acts as the office liaison with other offices and departments to create the timelines for the tax season, delinquent tax mailings, the annual delinquent tax certificate sale, and other office related functions; directs the daily operation of the office to maximize performance and provide efficiency; oversees the day-to-day operations of the Deputy Collectors, estimating personnel needs, assigning work, meeting completion deadlines, and interpreting and ensuring consistent application of office policies and procedures; identifies and resolves problems; reviews and verifies daily and weekly reports and takes appropriate action in response.

Oversees the annual delinquent tax certificate sale; creates delinquent tax certificate sale calendar and timeline; coordinates and monitors all internal processes required for the delinquent tax certificate sale; supervises the creation of all tax sale documents, fliers, and brochures; reviews office literature to ensure current statutory requirements are reflected; determines costs of postage, advertising, title searches, legal descriptions and recording fees; notifies parcel owners, lien holders, and any party with a vested interest in the property subject to sale; oversees the creation of the bidder sheets, affidavits, bid receipts, and certificates of purchase; ensures entry of bid amounts and recording and mailing of certificates; creates tax sale surplus report for the County Commission and submits tax sale surplus to the County Treasurer.

Oversees and assists with the preparation of the summary of daily collections and receipts; reconciles the daily deposits and creates deposit tickets, which are provided to the County Auditor for review; prepares annual entity rate charts, coordinates multiple bill listings and letters, and prepares lien releases; Assists in preparing the budget for the office and the Tax Maintenance Fund; provides input on bids and contracts related to the Collector's office; assigns and reviews performance measures and tabulates the results; oversees the creation, printing, and mailing of the levee district assessment bills.

Supervises, trains, assigns, directs, and evaluates the Deputy Collectors and seasonal office workers; reviews leave requests; recommends disciplinary actions as appropriate; assists in candidate evaluation and the hiring of new staff members; prepares annual performance reviews for staff; and reviews and updates employee training manuals.

Serves as a liaison for the Collector's Office with multiple internal and external stakeholders; greets visitors and customers; screens and routes incoming calls and takes messages; answers inquiries and provides information regarding tax issues, payment programs, State statutes, regulations, and procedures; receives, screens, and responds to requests, queries, and complaints received by phone, mail, email or in person from visitors, other offices, title companies, departments, City, County, or State agencies; prepares and mails forms and correspondence to customers; serves as notary for the office and the general public. Resolves complex or novel issues referred by the Deputy Collectors.

Performs the duties of the Deputy Collectors as needed for the successful operation of the office. Performs other duties as assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of Department of Revenue licensing requirements.
2. Knowledge of Missouri Revised Statutes Chapters 50, 52, 109, 136, 137, 139, 140, 150, 151, 245, 610 as they relate to the duties of the Boone County Collector's Office.
3. Advanced knowledge of the Boone County Collector's Office Employee Manual and Office Procedures Manual.
4. Skill in the use of a personal computer and all Microsoft Office applications.
5. Skill in mathematics sufficient to take and receipt cash money, accurately calculate and give change, balance a cash drawer, and perform calculations using addition, subtraction, multiplication and division.
6. Skill in research, writing, and communication sufficient to resolve conflict, convey complex information, and advance the work of the Collector's Office.
7. Skill in staff coaching and management.
8. Ability to carry out the responsibilities and duties of the office in the absence of the Collector.
9. Ability to establish and maintain cooperative working relationships with the public, other employees, elected officials, and vendors.
10. Ability to understand and apply information from statutes, Commission Orders, bids, contracts, surveys, deeds, judgments, and documents or similar complexity.
11. Ability to work independently and use good judgment.

12. Ability to multi-task with frequent interruption, prioritize work assignments, and resolve novel problems while maintaining excellent customer service.
13. Ability to secure and maintain qualifications for a \$50,000 surety bond.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs from below waist to above shoulders and transporting distances up to 50 feet.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, filing cabinets and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities.

MINIMUM QUALIFICATIONS:

High school diploma or GED, 2-4 years clerical experience including cash handling experience, experience with Microsoft Office products. Ability to secure and maintain qualifications for a \$50,000 surety bond.

PREFERRED QUALIFICATIONS:

Bachelor's Degree in Business Administration or a related field; bookkeeping experience; prior supervisory experience.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.