



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Lead Deputy Collector</u>	NEW: <input type="checkbox"/>	REVISED: <input checked="" type="checkbox"/> <small>(Please check one)</small>
REPORTS TO: <u>Chief Deputy Collector and Collector</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>04/2020</u>
DEPARTMENT: <u>Collector</u>	JOB CODE: <u>602</u>	

SUMMARY:

With general supervision and direction, the Lead Deputy Collector performs duties essential to the timely completion of monthly distribution of property tax collections, bank reconciliations, and receipt processing; provides direction to Deputy Collectors in the absence of Collector or Chief Deputy Collector; assists in the training and supervision of temporary staff; provides guidance on complex situations that may arise; serves as a liaison for the Collector's Office; processes tax payments and taxpayer information; updates and maintains various tax and license records; prepares spreadsheets; tracks accounts; and provides information to the public and other entities.

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.*

Serves as a liaison for the Collector's Office; 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, departments, city, county, or state agencies; prepares and mails forms and correspondence to customers; assists seasonal employees with duties as needed; serves as notary for the office and the general public.

Assists in the training of seasonal and temporary employees in coordination with the Chief Deputy Collector; provides direction to deputy collectors and temporary employees in the absence of Collector and/or Chief Deputy Collector; provides guidance on complex situations that may arise; participates in the creation of office policies and procedures.

Assists and performs duties essential to the timely completion of monthly distribution of property tax collections for review by the Collector; balances cash drawers; processes daily deposits and receipts; assist with the completion of bank reconciliations for review by the Collector; assists with ensuring that banking and financial requirements of the office are met; assists with the completion of annual budget process for departments 1150 and 2110.

Processes tax payments in person & by mail; processes installment payments; captures information, updates tax records, issues receipts, and gives change as necessary; provides guidance and support for customers who need to apply for installment plans, pay taxes under protest, apply for refunds, or apply for credit balances; issues duplicate receipts as needed; issues and verifies non-assessments; processes returned payments, attempts to contact taxpayers by phone and creates and mails letters explaining returned payments, other charges, and deadlines; communicates information and documentation to the Prosecuting Attorney's Office as necessary; contacts and collects outstanding bills for other counties as needed; maintains and updates the record of County parcels and taxpayers; pre-audits payments received by mail during tax season.

Assists in maintaining accurate tax sale documents; performs detailed research in locating the correct contact and location information for incorrect addresses, returned mail, and delinquent taxpayers; verifies information and processes legal action letters, probate claims, Nuisance Abatement records, merchant contact documents, rejection forms, installment letters, newspaper ads, Collector's Deeds, Certificate of Redemptions and NID pay off amounts; prepares tax sale notices for mailing to owners, registered agents, mortgage holders, heirs, and judgment holders; compiles tax sale information from sources including state statutes, survey information, title company documents, and County databases.

Locates delinquent taxpayers; researches address and contact information for taxpayers with incorrect addresses on file; coordinates IT prepared reports of delinquent and abated taxes and forwards those reports to the appropriate taxing entity via their preferred method; prepares legal action letters to send to delinquent taxpayers; tracks and updates appropriate information regarding legal actions being pursued by the Collector's Office; assists County Counselors with legal actions including legal research, document drafting, and information gathering; researches and monitors probate cases and recommends the filing of claims as necessary; provides relevant probate case information to the Collector's Office.

Performs a variety of office support work; prepares and composes correspondence, forms and other documents; edits, proofreads and corrects written materials to ensure correct format, spelling, punctuation, syntax and grammar prior to distribution, mailing, emailing, or faxing; receives, sorts, processes and distributes incoming mail; maintains copies of documents; operates computers, maintains, monitors and updates files, spreadsheets, and databases; generates computer reports; operates office equipment; assists the public as needed; answers phone lines and e-mail and directs inquiries to the appropriate staff; maintains appropriate levels of necessary supplies; creates, updates, and edits brochures, flyers and office forms as needed; reconciles p-card and invoices as needed.

Establish and maintain working relationships with banks, mortgage and tax servicing companies; reconcile and process tax payments received from banks, mortgage and tax servicing companies.

Accepts annual McBaine and Hartsburg levee books and enters correct information into the record; reviews VIN Owner Number Change Report and takes appropriate action; compiles data from daily tracking sheets for budgeting purposes; manages and verifies all microfilm records; assists public with microfilm research and provides instruction; destroys and catalogs records as needed.

Enforces requirements and collects applicable fees for the issuance of merchant licenses, auctioneering licenses, liquor licenses, and food establishment permits; conveys licensing requirements and distributes forms and information to the public as necessary; conducts ongoing research to locate new merchants doing business in Boone County.

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 spreadsheet software.
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 advance the work of the Collector's Office.
7. Skill in resolving conflict and dealing with agitated customers.
8. Expert skill in accurately recording data in manual and computerized accounting systems.
9. Ability to establish and maintain cooperative working relationships with the public, other employees, elected officials, and vendors.
10. Ability to work independently and use good judgment.
11. Ability to prioritize work assignments while maintaining excellent customer service.
12. 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 at least one year of cash handling experience, experience with personal computer word processing and spreadsheet software. Ability to secure and maintain qualifications for a \$50,000 surety bond.

PREFERRED QUALIFICATIONS:

Associate's Degree, financial and/or accounting experience, limited 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.