



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Account Specialist II</u>	NEW: <input type="checkbox"/>	REVISED: <input checked="" type="checkbox"/>
REPORTS TO: <u>Office Administrator</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>10/2015</u>
DEPARTMENT: <u>Prosecuting Attorney</u>	JOB CODE: <u>604</u>	

SUMMARY:

Under general supervision, the Account Specialist II provides customer service, takes restitution payments, and provides clerical support for the Boone County Prosecuting Attorney’s Office.

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 the first point of contact for the Boone County Prosecuting Attorney’s Office as needed; answers incoming phone calls, assesses needs, and directs inquiries and information to the appropriate staff as necessary; assists walk-in traffic and provides customer service; uses discretion to obtain information and to handle potentially stressful situations; regularly communicates with the public, law enforcement agencies, prosecuting attorneys, defense attorneys, legal staff, Court staff and other office personnel pertaining to inquiries, gathering information and customer service; receives information and file requests from Court and directs information to the appropriate staff member for location and delivery as needed.

Receives and enters all new returned checks; creates and sends notices to the person or business who signed the bad check; collects money orders for bad checks and administrative handling fees; sends statutory 10-day bad check notices; sends follow-up notices for administrative handling fees; types letters and masters for reproduction.

Provides information via telephone and in person to the public and merchants regarding bad check procedures and policies; maintains comprehensive information, confidential reports, files, and other confidential activities in the Prosecuting Attorney’s Office.

Gathers and prepares Criminal History and Missouri driving records reports by utilizing

MULES and information gathered by the Missouri Highway Patrol.

Receives delinquent tax referrals from the Missouri Department of Revenue; researches current addresses, dates of birth, and other pertinent information related to assigned cases; updates and scans data into electronic filing system; generates letters and notices for payment or payment agreements; monitors files for payment, researches current employment and bank information; reviews delinquent notices for special handling or second notices or forwards to Prosecutor for criminal charges and warrants.

Takes and enters tax payments by mail or in person; creates and sends notices to delinquent taxpayers.

Takes restitution/check/tax payments and prints receipts.

Performs a variety of legal office support work; prepares letters, correspondence, forms and other documents as needed; receives, sorts and distributes incoming and outgoing mail; maintains copies of documents; operates computers, maintains and updates files and spreadsheets; performs word processing; operates office equipment; answers phone lines and e-mail assists the public in person and by phone to take payments or answer inquiries as needed.

Performs other duties as assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of personal computers and standard software applications related to court support work, including Microsoft Word and Excel.
2. Knowledge of filing and electronic record keeping systems.
3. Knowledge of legal processes and terminology
4. Knowledge of the MULES system
5. Knowledge of English grammar, punctuation, and spelling; advanced skill in communicating effectively using the English language, both orally and in writing.
6. Skill in reading and preparing legal documents.
7. Skill in application of State and Federal guidelines, rules and statutes to perform essential functions of position.
8. 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.
9. Advanced skill in discretion and maintaining confidential information.
10. Advanced skill in handling stress successfully and the ability to work well with other employees, court professionals and the public.
11. Ability to maintain a high level of customer service.
12. Ability to learn and apply policies, procedures, documents and terminology affecting assigned functions.
13. Advanced ability to work independently and follow instructions.

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, printers and scanners, hand-held recording devices, filing cabinets and fax machines. This position is routinely in contact with the public, law enforcement agencies, Court employees, attorneys and members of other entities. This position is subject to varying workloads and high stress situations.

MINIMUM QUALIFICATIONS:

High school diploma or GED, plus one year of clerical or office management experience. Must possess a clear criminal history.

PREFERRED QUALIFICATIONS:

One year of cash handling or bookkeeping experience, one year customer service experience, and the ability to type 45 WPM.

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.