

Saline County
Job Description

POSITION TITLE: Office Clerk

LOCATION: Treasurer's Office

PURPOSE OF POSITION: Responsible for assisting customers with prompt, knowledgeable and courteous service and insuring accurate transactions involving cash, checks and receipts and for maintaining all required records regarding these transactions, under general supervision of department head, in conformance with established office policies and procedures; various assigned and/or recognized duties and/or projects to keep the day-to-day operation of the Treasurer's Office operating efficiently.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of relevant state and federal rules and regulations, utilizing available resources (ie: referring to manuals and hand out material, etc.) and applying the same in order to accomplish the multiple tasks associated with position responsibilities; knowledge of basic mathematics and perform arithmetic computations; knowledge of county record keeping procedures and basic office procedures; skill in using implemented computer software. Uncertainties in any of the above areas should be reported to department head or deputy.

Ability to conduct all required customer service functions in Spanish on a need basis is a plus.

Skill in using general office machines, including computer, calculator, photocopy/scan/fax machine etc. Basic knowledge of Microsoft Word and Excel.

Ability to manage time accurately, prioritize work and detect errors in order to accomplish multiple tasks associated with position responsibilities prior to deadlines.

Ability to work independently and to communicate and work in a harmonious manner with public and others.

ESSENTIAL FUNCTIONS: Receive payments from customers and provide receipts for motor vehicle registrations, real estate taxes, special assessments, inheritance tax, licenses, permits, boat registrations and sales tax forms, etc., in accordance with established departmental procedures and with extreme accuracy. Perform customer service duties at the counter with respect to each of the above-mentioned areas.

Accept funds from individuals for the purpose of writing and delivering necessary miscellaneous receipts with accuracy and with appropriate coding.

Issue refunds and/or miscellaneous checks to taxpayers or mortgage companies and provide appropriate receipts with respect to motor vehicle registrations and real estate taxes, in accordance with established departmental procedures.

Assist in answering the telephone, take messages, refer callers to appropriate sources for assistance or provide information to callers according to departmental policies and procedures.

Accurate and prompt processing of all mail assigned by department head on a daily basis.

Assist in the monitoring of office inventory and operational supplies.

File and process documents according to prescribed office procedures and maintain an organized record keeping system for operational forms, or other documents.

Perform any other related work as required by department head and help in areas where necessary.

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS: Work is performed indoors in an office setting and may require routine bending, lifting and carrying of office and/or other department supplies weighting up to 40 pounds (putting up plates on new plate years).

Stress may be derived from dealing with the public and others, managing multiple tasks, meeting deadlines and the continual changes in office routines, and change of state and federal rules and regulations.

The above statements are intended to describe the general nature and level of work being performed by the individual/individuals assigned to this job. Said statements are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.