

## JOB DESCRIPTION

**Job Title:** Deputy Clerk – Cross Trained in Motor Vehicle, Texas Parks and Wildlife, Tax, Voter Registration, Coin Operated Machines  
**Department:** Tax Assessor/Collector  
**Reports To:** Tax Assessor-Collector/Chief Deputy  
**Shift:** 8am - 5pm, Monday – Friday, or additional hours as job requires  
**FLSA Status:** Non-Exempt  
**Approved By:** Linda G. Bridge, Tax Assessor-Collector  
**Revision Date:** January 26, 2016

### SUMMARY

Works front counter operations in the tax office by assisting the general public and business enterprise consumers in processing motor vehicle and parks and wildlife, tax, voter registration, and coin operated machine transactions by performing the following duties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:** (Include the following. Other duties may be assigned.)

Regular attendance is required.

Performs customer service duties by waiting on consumers at front counter and drive-up window, such as titling and registering assembled, rebuilt, homemade and out of state vehicles.

Adding Liens to an existing title.

Performs customer service duties by waiting on consumers at front counter for titling and registration of motor vehicles, boat, motor and boat trailers.

Prepares and processes vehicle, boat and motor titles for dealers.

Remains aware of all laws and changes in laws, procedures and requirements regarding auto titles and registrations and titles and registrations for boats, motors and boat trailers.

Informs public, car dealers and lending institutions by phone, fax or in person on changes in laws, forms and fees.

Checks for current proof of insurance and verifies by phone or fax as necessary.

Sells registrations, titles, permits and disabled placards to customers at the counter, the drive-up window, through the mail and over the internet.

Complies and distributes permit forms and packets including such topics as lost titles, homemade trailers, dealer's license, mobile homes, and boats.

Answers customer questions about titling and registration of vehicles, boats and trailers in person ,over the phone and via internet inquires. Directs customers to appropriate county, state or federal offices to assist them in completing their business with governmental offices.

Completes daily transactions and places documentation in proper files.

Receive & post tax payment, answers questions on property taxes, and issues statements on property taxes.

Receive & post escrow payments for property owners and car dealers.

Responsible for all cash and checks in cash drawer that are taken in during the day. Reports and cash drawer must balance at the end of the day and the start cash be accounted for in an efficient manner.

Acquire sufficient knowledge of State of Texas, Texas Department of Motor Vehicles, Texas Parks & Wildlife, Texas Comptroller of Public Accounts and office policy, laws and procedures to be able to efficiently relay information to the customer and conduct the required registration and titling functions of the position. Acquire knowledge of where statute is located in various resource books and manuals located in the office and on-line.

Post tax collection mail as needed.

Prepares property tax payments for posting by verifying information on payments such as necessary dates, signature, and type of payment.

Assists consumers by handling inquiries over the telephone and in person at the front counter.

Close out tax collection drawer when work is complete, run daily report, run two check tapes to turn over to cashier for balancing of tax drawer.

Mails out statements to consumers such as receipts and balances due following posting of mail receipts or as requested by taxpayer over the phone, fax or internet.

Processes quarter payments for over the counter for customers.

Initiates Scofflaw searches and process Scofflaw transactions as needed.

Prepares and processes all monitors and contracts for the Bee County Tax Office.

Reviews and accepts voter registration applications.

Processes coin operated machine permits and records/files affiliated documents.

### **SUPERVISORY RESPONSIBILITIES:**

This is not a supervisory position.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the non-essential functions.

**SKILLS:**

Must exercise good public relations.  
Must be able to type 35 WPM.  
Must possess excellent computer skills.  
Must be able to work under pressure.  
Must be proficient in the use of a 10 key adding machine/calculator.  
Must be able to make accurate change and handle large quantities of cash.  
Ability to multi-task.  
Ability to handle difficult and demanding customers.

**EDUCATION AND/OR EXPERIENCE:**

High school diploma or general education degree (GED); or one to three years in an office environment or related field, cashier experience is a benefit, or equivalent combination of education and experience. Must possess a working knowledge of cash handling, computer data entry, customer service and general office procedures.

**LANGUAGE SKILLS:**

Ability to read and comprehend instructions and all related correspondence, and memos. Ability to write concise correspondence. Ability to effectively present information in one-on-one and small group situations to customers.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving several concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid Texas Driver's License  
None required unless specified by the Tax Assessor-Collector

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the non-essential functions.

Physical requirements include the ability to lift/carry up to 15 pounds, visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer and office equipment; subject to standing, sitting, walking, climbing, crawling, bending, stooping, crouching, kneeling, pushing, pulling, reaching, twisting, balancing, repetitive motion, and squatting to perform essential functions. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the non-essential functions.

This job takes place in a large fast-paced office. The noise level in the work environment is usually moderate and can be high during busy hours of the day.

**SAFETY RECOMMENDATIONS/REQUIREMENTS:**

The incumbent in this job must be knowledgeable about and follow the County's safety policies and procedures. Ask supervisor for details.

**DRUG/ALCOHOL POLICY:**

Drug/Alcohol Policy applies to this job. Pre-employment drug/alcohol testing is required.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities