

BANNOCK COUNTY
CLASS SPECIFICATION

OFFICE MANAGER—Treasurer's Office

Department: Treasurer
FLSA Designation: Non-Exempt

Pay Grade: 12
Effective Date: 10/04, 8/09

Purpose of Class

Serve as Office Manager to process tax payments and provide account services for County taxpayers; performs related work as required.

Primary Function

The principal function of an employee in this class is to supervise the daily operations of the Treasurer's Office to process tax payments and maintain accounts for County tax payers, train and coordinate work of staff, perform general clerical and accounting support duties and records maintenance, and provide customer service. An Office Manager must possess accounting, clerical, supervisory, training and customer service skills. This position provides working supervision to Deputy Treasurers. The work is performed under the supervision of the Chief Deputy Treasurer, although some latitude is granted for independent judgment using standard practices to resolve customer issues or correct procedures. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Train, coordinate, and monitor work efforts of Deputy Treasurers to meet established office standards;
- Process tax payments by County tax payers;
- Provide assistance in account billing and collection of property taxes;
- Assist in maintaining current property tax accounts, rates, charges, balances, and related information;
- Perform money management duties including, balancing cash drawers, review and reconcile payments for accuracy, and preparation of deposits;
- Conduct records search as requested including complete documentation;
- Assist in maintaining County property tax account revenue and balance reports;
- Answer incoming phone calls and greet walk-in customers, provide general information to the public, answer questions and inquiries, provide specific information about accounts, and provide referrals to other departments or staff as needed;
- Assist customers with department procedures and explain department procedures/policies/programs to customers and resolve customer concerns as needed;
- Prepare tax notices for mailing;
- Process County auctioneer and pawnbroker licenses;

- Communicate payment errors to tax payers either by phone or in writing;
- Prepare overdue account letters and relate and interpret applicable laws, ordinances, codes, and policies;
- Modify tax payer database or general accounts;
- Prepare, file, distribute and maintain a variety of documents, correspondence, log sheets, applications, and related documents;
- Maintain and archive files, logs and other records;
- Conduct inventory and order office supplies;
- Complete special research assignments;
- Provide data entry services, faxing, typing, and filing in support of department functions;
- Perform all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Perform other related duties as required.

Competency Requirements

Knowledge of:

- Tax and bankruptcy law relevant to department functions;
- Supervisory policies and procedures;
- Personnel management policies and techniques;
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures and techniques;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Supervisory skills and techniques;
- Accounting, bookkeeping, and cash handling record keeping practices and procedures.

Ability to:

- Provide general office supervision;
- Schedule office activities to meet required deadlines;
- Follow written and oral instructions;
- Evaluate and analyze customer needs to provide exceptional customer service;
- Train others in department functions to provide general information and explain detailed department processes and procedures;
- Learn and explain regulatory compliance issues related to the assigned department's function;
- Maintain records efficiently and accurately and to prepare clear and concise reports;
- Research information and data and prepare reports;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time sensitive deadlines;

- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Work well under pressure;
- Operate standard office equipment and a personal computer including program applications appropriate to assigned duties;
- Maintain effective working relationships with other County employees, supervisory personnel, elected and appointed officials, and the public;
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency, preferably supplemented with course work in accounting, math or other business applications, is required; and
- Four (4) years accounting, billing, customer service or clerical experience, preferably in a municipal office position, is required; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer, cash register, and standard office equipment;
- Sufficient personal mobility, flexibility, agility, and balance, with or without reasonable accommodation, which permits the employee to work in an office environment.