

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Tax Collection Assistant
Department: Tax Administration
Revised : October 2009

Class : Administrative Support
FLSA : Non-exempt

This job description supersedes any prior description for the Tax Collection Assistant classification.

GENERAL DESCRIPTION

General clerical work which involves collecting taxes and answering inquires. Considerable tact and courtesy must be exercised in frequent public contact. Supervision is received from the Tax Collections Manager, who reviews work by analysis of work accomplished and periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Collects current and delinquent taxes over the counter and by mail; prepares receipts; enters payments in the computer.

Answers questions from the public in person and by phone regarding tax bills.

Balances cash drawer, checks, receipts, and records totals daily.

Issues mobile home moving permits and computes estimated taxes.

Pro-rates vehicle tax bills and issues MAV-2 receipts.

Certifies if taxes have been paid on property for attorneys.

Processes in-coming and out-going mail.

Performs research with the Employment Security Commission and Department of Motor Vehicles to locate accurate employment information, current address, and correct identifying information on taxpayers.

Types and proofreads memos, letters, reports, and other documents.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of North Carolina Machinery Act and County tax policies regarding billing and collecting.

Ability to add, subtract, multiply, and divide; and to count money and balance cash drawer.

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Ability to research, prepare, and maintain records concerning the collection of delinquent and current taxes.

Ability to effectively communicate in person and by phone; to be tactful and courteous and to use decorum in projecting a favorable public image.

Ability to follow oral and written instructions and procedures.

Ability to maintain effective working relationships with other departments, employees, and the general public.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

High school graduation or equivalent and two years of teller or general clerical experience.

**This job description does not create an employment contract,
implied or otherwise.**