

## FAIRFIELD COUNTY

JOB TITLE: TAX COLLECTOR  
TAX COLLECTORGENERAL STATEMENT OF JOB

Under limited supervision, performs a wide variety of clerical and administrative duties in support of the activities and functions of the Tax Collector's Office to include providing customer assistance, collecting tax payments, maintaining records, preparing reports, etc. Reports to the County Administrator.

SPECIFIC DUTIES AND RESPONSIBILITIESESSENTIAL JOB FUNCTIONS

Performs a variety of duties relative to current and delinquent taxes on real estate, boats, motors, mobile homes, and equipment including contacting appropriate persons, collecting and receipting payments, entering information into computer and balancing same with collection reports, preparing monthly reports, maintaining ledgers, etc.

Performs a variety of duties relative to sale of property when taxes are not paid including locating such property; posting sale notices; notifying appropriate persons; preparing files; recording bids; receiving and receipting tax sale monies; figuring redemption amount due and notifying property owner of same and of sale; receiving and receipting any redemption payments and notifying purchaser of such transaction; compiling information for deeds; searching Assessor's records for new owners; etc. Performs title and mortgage searches on property sold as required for notification of mortgagor of sale.

Codes property with bankruptcy indicator and files claims with Court. Maintains ledger on bankruptcy payments.

Collects South Carolina Employment Security Commission executions and processes appropriately.

Provides information to various individuals and groups regarding tax collections including mortgage companies, personnel from County school districts, business owners, taxpayers,

attorneys, etc.

Maintains numerous ledgers including delinquent tax ledger, tax sale ledger, delinquent collection receipts ledger, nulla bona ledger, abatements ledger, etc.

Prepares numerous required records and reports such as receipts, tax sale reports, nulla bona reports, monthly reports, tax notices, and general letters of correspondence, etc. Reconciles monthly bank statements.

Balances cash drawer daily; prepares daily collections report. Balances and remits monthly all taxes collected.

Maintains an adequate inventory of office supplies. Prepares purchase requisitions for needed items.

Performs switchboard functions; answers calls and responds appropriately.

Directs and oversees the activities of clerical personnel in the Department. Performs supervisory duties as instructing; planning, assigning, and reviewing work of others; maintaining standards; coordinating activities; allocating personnel; acting on employee problems; selecting new employees; and recommending transfers, promotions, disciplinary actions, discharges, and salary increases.

Utilizes various office machines such as a computer, typewriter, printer, telephone, copier, calculator, fax machine, cash register, form burster, etc.

#### ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

#### MINIMUM TRAINING AND EXPERIENCE

High school diploma with three to five years of bookkeeping or accounting experience, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Experience in a tax office would be helpful.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including various computer, calculator, copier, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking, standing, reaching, stooping, fingering, etc. for brief periods of time. Must be able to lift and/or carry weights of approximately twenty pounds.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of assignments/instructions to assistants and the public. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare documents and reports such as collection reports, refund reports, nulla bona reports, tax sale reports, purchase requisitions, etc., using the proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, other County personnel, attorneys, personnel from mortgage companies, and the general public, etc., with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form. Must be able to deal with several abstract and concrete variables. Requires the ability to apply rational systems such as legal systems relative to tax collecting, accounting, personnel, etc. in order to solve problems and deal with a variety of concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages and utilize decimals; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under minimum stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

### PERFORMANCE INDICATORS

Knowledge of Job: Has good working knowledge of County and State Laws and regulations of the S.C. Tax Office as they relate to the position. Is knowledgeable in bookkeeping, compiling, maintaining and disbursing all necessary records, receipts, and balances in an accurate and effective manner. Is able to exercise responsibility in handling large sums of money. Has knowledge of computer systems and their application as necessary in the completion of office activities. Has the ability to apply a responsible attention to detail as necessary in handling money and preparing records, reports, etc. Has comprehensive knowledge of all procedures relative to tax sales, tax collections, etc. Knows how to interact with various groups in a professional manner. Knows how to maintain effective working relationships with co-workers, members of the public, and all other groups involved in the activities of the department. Is able to communicate effectively with others both in person and over the telephone in a clear and pleasant manner. Is able to use independent judgment and discretion in the performance of routine and non-routine situations. Is able to interpret and apply relative policies and procedures. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, supplies and other needs of the department, etc. as they pertain to departmental operations and activities. Has the ability to work under stressful conditions involving meeting tight deadlines and interfacing with potentially angry citizens.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interface with all County departments and divisions, co-workers and customers, and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and on time with a minimum of tardiness and absences and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, customers, and the general public so as to maintain goodwill toward the County and to project a good image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the County. Emphasizes the importance of maintaining a positive image within the County. Interfaces effectively with higher management, professionals, customers, and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the agency. Knows and understands the expectations of the County regarding the activities of the agency and works to see that these expectations are met. Designs and formulates ways, means, and timing to achieve the goals and objectives of the agency and the County. Within the constraints of County policy, formulates the appropriate strategy and tactics for achieving agency and County objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the agency and the County.

Organizing: Organizes own work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all County and agency matters affecting them and/or of concern to them.

Staffing: Works with the Administrator and the Personnel Department to select and recommend employment of personnel for the agency who are qualified both technically and philosophically to meet the needs of the agency and County. Personally directs the development and training of agency personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feed-back to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of County goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of County standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet agency goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the agency. When a particular policy, procedure or strategy does not appear to

be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of agency and County. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers their suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of County policies regarding the agency and County function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the County and continually reviews agency policies in order to ensure that any changes in County philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and agency morale and performance. Works to see that established policies enhance same.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**