TWIN FALLS COUNTY
invites applications for the position of:

Collection Help

SALARY: $12.02 Hourly

OPENING DATE: 11/17/20

CLOSING DATE: 11/27/20 10:00 PM

POSITION INFORMATION:

Apply online at www.twinfallscounty.org.

JOB DESCRIPTION:

Performs administrative and clerical duties and may be assigned as a specialist in the services offered by the assigned department. Employees in this class perform a wide range of office support functions using independent judgment in applying existing policies and procedures to complete assignments. This involves knowledge of multiple procedures and program guidelines to make decisions. Employees typically utilize a variety of computer operations and/or specialized software to complete daily assignments. The classification’s primary and diverse duties include creating, reviewing and processing documents and records, identifying possible errors, posting payments and performing routine data entry. Work is usually performed in or near a front counter or office where customers can easily be accommodated.

DUTIES / RESPONSIBILITIES:

Essential:
- Posts tax payments to computer;
- Corrects change of address in notices and sends to Assessor;
- Balances tax payments to cash received;
- Processes credit card payments;
- Accepts payments and issues receipts from partial payments on property taxes;
- Assists in preparing and mailing annual tax bills and reminders;
- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, and provides referrals to other departments or staff as needed in a courteous and timely manner;
- Compiles, copies, sorts and files/records of essential/specialized functions;
- Provides clerical and support services to staff members as needed, including but not limited to, taking messages, providing information, processing and preparing documents and correspondence, screening and distributing mail, preparing and tracking mailings and legal notifications, and inputting data into central computer system;
- Maintains accurate and complete records, files and documentation;
- Reconciles cash drawer daily;
- Responds to Commissioners’, elected officials’, County employees’ and citizens’ questions and comments in a courteous and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Communicates and coordinates regularly with appropriate co-workers to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Maintains strict confidentiality in all cases;
- Assists other department and County employees as needed or requested.
Performs all work duties and activities as assigned in accordance with County policies, procedures, and safety practices.

QUALIFICATIONS:

Knowledge of:
- Treasurer’s Office procedures, policies and procedures;
- Current office practices and procedures, including data entry;
- Record keeping and filing practices and procedures;
- English grammar, spelling, punctuation, and composition;
- Basic bookkeeping and cash handling;
- Customer service procedures, techniques, and objectives;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:
- Provide effective customer services with patience and accuracy;
- Assess problem situations and develop effective answers, with or without the supervisor’s help;
- Perform duties with accuracy and attention to detail;
- Enter and retrieve data accurately and efficiently into a computerized system;
- Establish and maintain accurate records and files, both computerized and hardcopy;
- Speak clearly and communicate accurate information to others;
- Use English to communicate effectively with others;
- Proficiently operate computers, software programs, such as Microsoft Word, Excel, PowerPoint, or similar office software to create documents and other materials, maintain information, and generate reports;
- Listen and follow verbal and written instructions;
- Work independently and exercise initiative, with general guidance and supervision;
- Use good judgment to make sound and reasonable decisions and problem-solving skills to respond to customer service needs in accordance with laws, ordinances, regulations and established policies;
- Maintain a professional demeanor at all times;
- Maintain confidentiality;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Demonstrate integrity and ingenuity in the performance of assigned tasks and solving problems;
- Perform all duties in accordance with County policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE AND TRAINING:
- High school diploma or GED;
- One year’s experience in an office, preferably in the public sector; or
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.
- Must successfully pass background investigation relevant to the position and remain in good standing for the duration of employment with the County.

PHYSICAL DEMANDS & WORK ENVIRONMENT:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the essential functions of the classification, and reach with hands and arms. The employee must (occasionally or frequently) lift and/or move up to 25 pounds and, infrequently, up to 50 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person and by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.