

POSITION DESCRIPTION

Title: Revenue Clerk I

Department: Sales, Use & License Tax Department

Job Analysis: September 2011, August 2013, September 2017, **April 2021**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Sales, Use & License Tax Coordinator

Subordinate Staff: None

Internal Contacts: County employees and elected officials

External Contacts: General Public, City and State Employees, License Departments, Vendors – Local Government and Gov Connect.

Salary Grade: Classified/Non-Exempt (306)

Job Summary

This position is for the front office and reception area. This position operates data entry equipment to capture alpha and/or numeric data from source and/or imaged documents. Work includes **greeting taxpayers**, and performing repetitive tasks, **and requires customer service skills**, accuracy, dexterity, coordination, and concentration in the operation of personal computers. Initially, employees work under close supervision, but as employees progress, they are expected to perform duties in an independent manner. Assignments are received in oral or written form and are reviewed by a supervisor for quality and quantity of work.

Job Domains

1. Assist customers in obtaining proper tax forms and processes new applications.
2. Perform clerical functions as required, including answering phones, preparing correspondence, and retrieving and purging obsolete files.
3. Respond to citizen's questions and comments in a courteous and timely manner.
4. Answer general questions regarding sales and use tax following State of Alabama rules and regulations dealing with sales and use tax collection.
5. Enter and post's transaction data and/or tax data to maintain and update accounts.
6. Perform mail operations such as opening, sending, sorting, and filing.

7. Prepare daily, weekly, monthly, and annual reports as requested by the department coordinator.
8. Verify check with return and processes payment.
9. Balance batches daily and end of month reports.
10. Prepare notices, festival forms, invoices, delinquent notices, and letters according to procedures.
11. Perform entry and maintenance of electronic records and data transactions.
12. Perform follow-up telephone calls on new applications and delinquent accounts including non-sufficient funds checks.
13. Greet the public in a professional, courteous manner when they arrive in the department.
14. Research and make contact on mail that has been returned to the department and notes the accounts.
15. Assist with business license collections, field-work and calls as needed.
16. Perform other duties as assigned by the Sales & Use Tax/Business License Inspection Coordinator.

Knowledge, Skills, and Abilities

1. Ability to use mathematical principles to make accurate and rapid calculations.
2. Ability to accurately prepare, process, sort and file a variety of forms, reports, records, and documents.
3. Ability to establish and maintain effective working relationships with other employees and the public.
4. Ability to read, comprehend, and follow oral and written instructions.
5. Knowledge and ability to follow and apply departmental rules, regulations, procedures and functions.
6. Ability to keep information confidential due to content of documents being handled.
7. Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
8. Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
9. Ability to handle multiple tasks simultaneously to include being able to be interrupted and return to work immediately and prioritizing work as needed to answer the telephone, provide information to callers and coworkers, handle complaints from the public and ensure that all tasks are completed within time limits.
10. Ability to handle large sums of money (checks and cash) and make computations quickly and accurately as needed to verify daily cash and check receipts, make deposits, balance reports, and to analyze and look for discrepancies in master listings.
11. Skills in math to include the addition, subtraction, multiplication and division of whole numbers and decimals as needed to count money, balance cash receipts, calculate percentage of taxes due, make change rapidly and accurately and calculate fees, taxes, penalties and interest.
12. Knowledge of modern office practices, procedures and equipment.
13. Ability to research and understand transactions on accounts and how to correct if needed.
14. Knowledge of Word, Excel, Access, Power Point and Organizer.
15. Knowledge of billing and collection software.

Other Characteristics

1. Willing to work overtime, nonstandard hours, weekends and holidays as required, to complete work assignments.
1. Willing to travel out of County as needed.
2. Willing to attend meetings, conferences, workshops, and training sessions as related in assigned work area.
3. Confidentiality is a must due to the nature of information handled.

Minimum Qualifications

1. High school diploma or equivalent.
2. Two (2) years accounting experience.
3. Accounts Receivable and Accounts Payable experience desired.
4. Experience with computerized accounting systems desired.
5. Experience in service orientated field with heavy customer service preferred.
6. Possess valid driver's license.
7. Ability to attain Certified County Revenue officer through County Revenue Officers Association of Alabama (CROAA).