

**TREASURER'S OFFICE**

**COUNTY OF AMELIA**

**FISCAL ASSISTANT**

The Treasurer of Amelia County is currently accepting applications for a Fiscal Assistant. This is a part time position of approximately 24 hours a week requiring flexibility in hours at various times of the year.

Duties include but are not limited to: process payments by customers in office, by mail, or online, for real estate, personal property, state taxes, and business licenses. Sell dog tags and decals. Receive building permit, septic permit, and proffer payments, as well as, funds from all County agencies. Balance drawer at end of day. Prepare tax bills and delinquent notices as needed for customer inquiries. Assemble data for a variety of reports. Answer phone. Relay information, understand procedures with the ability to explain to customers. Make bank deposits and gather mail.

Qualifications include knowledge of Word, Excel, Outlook, scan and fax machine, typewriter, general accounting practices, ability to compose letters, perform computations with reasonable speed and accuracy. The ability to communicate effectively with others in giving and obtaining information. Customer service and STRONG computer skills a must.

Possession of a high school, vocational or business school diploma indicating basic clerical education necessary for performance of financially related work or experience and training related to the position's duties.

Applications may be obtained at the Office of the Treasurer, 16360 Dunn Street, Ste. 103, Amelia Court House, VA or online at [www.ameliacova.com](http://www.ameliacova.com).

Applications will be accepted through 4:30 p.m. Monday April 15, 2019 at the Amelia County Treasurer's Office or may be emailed to [stephanie.coleman@ameliacova.com](mailto:stephanie.coleman@ameliacova.com)

Salary will be based on experience.

The Amelia County Treasurer's Office is an equal opportunity employer (EOE)



**STEPHANIE GOUGH COLEMAN**  
TREASURER

**COUNTY OF AMELIA**  
**TREASURER'S OFFICE**  
Post Office Box 730  
16360 Dunn Street, Suite 103  
Amelia Court House, Virginia 23002  
(804) 561-2145 • Fax (804) 561-3390

**WANDA H. FLEMING**  
CHIEF DEPUTY TREASURER  
**JENNA E. MOSS**  
DEPUTY TREASURER

## **Amelia County, Virginia Job Description**

### **Job Title: Fiscal Assistant**

#### **GENERAL STATEMENT OF JOB**

To perform administrative/clerical work in the Treasurer's office by receiving and recording payments for various taxes, fees, building permits, utility payments, process revenues from inter-office departments and then summarizing, balancing and posting daily transactions. Work involves providing efficient and accurate customer service to all individuals and companies by telephone, mail, or in person, including but not limited to filing, collecting, sending delinquent letters and statements, and assisting the Treasurer and co-workers with the duties and responsibilities for the maintenance of the Treasurer's office. Reports to the Chief Deputy Treasurer, who reports to the Treasurer.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **Essential Job Functions**

- Assists customers in person and via the telephone.
- Prepares bank deposit.
- Balance cash drawer on daily basis.
- Analyzes delinquent tax reports; issues wage liens, Department of Motor Vehicles stops, or other collection action.
- Coordinates all correspondence with collection agencies including: creating file of delinquent accounts, create collection fees on customer accounts, creating and uploading daily adjustment files, processing payments from collection agency, creating and uploading monthly revision files, etc.
- Calculates penalty and interest due.
- Performs daily balances of checks and cash with computer reports.
- Assists the other associates as needed.
- Picks up mail for office; opens and sorts mail.
- Checks county drop box for any correspondence; records and processes any correspondence
- Receives and reviews credit and debit card daily batch headers.
- Delivers bank deposit to bank.
- Files daily work in a fiscal year filing system.
- Posts tax payments and fees.
- Issues copies, records, and files refunds
- Files documents in an alphanumerical order; sets up file system.
- Opens and closes office according to schedule.
- Refers to tax bills, County ordinance, State Code books, continuing education manuals, and Department of Motor Vehicles, etc.
- Prepares deposit for daily State income taxes and fees received.

- Types letters and any correspondence needed.
- Operates a variety of equipment such as: computer, adding machine, printer, copier, typewriter, fax machine, postage machine, shredder, telephone, etc.
- Uses office supplies and computer software such as Microsoft Word, Microsoft Excel, AS400, etc.
- Interacts and communicates with various groups and individuals including taxpayers, co-workers, other County offices, Title searchers, Mortgage companies, other treasurer's offices, and the general public.
- Provides customer service to customers via telephone or in person for tax payments, fees, questions, and searching records.
- Researches office records, Department of Motor Vehicles and State tax records for new addresses on returned mail.
- Prepares and reviews supervisor edits and updates for all registers to complete deposit.
- Maintains reminder email database for customers on payment agreements.
- Processes, maintains, and creates messages on customer accounts pertaining to payment agreements, Bankruptcies, and Collection Agencies.
- Receives and/or reviews various records and reports including letters, personal checks, billing invoices, tax bills, County permits and decals, dog tags, estimated vouchers, checks, edits and updates report, etc.
- Refers to policy manuals, computer program books, zoning maps, Commissioner records, State tax accounting and reporting records, County manuals, Section-code books, Department of Motor Vehicle manual, transfer real estate lists, etc.
- Reconciles the monthly DMV and matches to release records and receipts
- Processes address changes, maintains, records amount of changes and/or disburse changes to COR.
- Prepares and/or generates various records and reports including EOM spreadsheet, State deposit certificate, wage liens and collection letters, bank deposit, customer receipts, etc.
- Provides backup to Deputy Treasurer by processing monthly ACH and utility accounts and putting them on the system
- Process electronic funds deposits from the Commonwealth of Virginia bank statements
- Pull batch header daily for credit cards, debit cards, e-checks, and balances header with sales receipts for each.
- Track TR30 and TR40 settlement tapes
- Enters into database the monies received from County Administrator's Office, money for permits, bond money from zoning office, reinspection fees, and supplemental bills
- Researches real estate tax records to match transfers; sends bills to new owners
- Prepares and/or generates various records and reports including abatement reports, bankruptcy claims, collection agency adjustment reports, etc.
- Creates and revises any forms, letters, and databases.
- Reviews, verifies, readdresses, and resends returned mail.
- Coordinates all correspondence with DMV including: creating file of delinquent accounts, upload delinquent file to DMV for Stop process, processes returned delinquent file into AS400, create DMV Stop fees on customer accounts, removal of DMV Stops upon payment in full, etc.
- Coordinates all correspondence with Library including: creating database of delinquent accounts and mailing letters for collection purposes
- Maintains postage log for dog tag applications, processes Rabies Certificates received from other localities and VETS, creates database for mass mail reminders to customers to purchase tag.
- Abates Collection fees and/or DMV fees upon circumstance.
- Manually adds DMV Fees and DMV Stops to customer's accounts whose payment agreement is in default.

- Writes Jurors checks; creates database for mail merge labels; prints labels; mails checks to jurors
- Processes and posts money received from Sheriff's Office, Clerk of Courts, Parks and Recreation, County Finance Director, School Finance Director, Library, Utility Office and Animal Control.
- Compiles data and contact information for Mortgage companies, contacts companies when taxes are due, performs data entry of coding records, prepares report, uploads payment file to AS400 and processes payments received.
- Prepares Debt-Set off for submission to state, letters to customers, maintains on state computer program, applies payments received, monitors customer's accounts affected in conjunction with DMV stops and bankruptcy filings, uploads payment file to AS400 and processes payments received.
- Performs weekly backup of computer files to separate hard drive.

### **MINIMUM TRAINING AND EXPERIENCE**

This position requires the individual to have basic knowledge of accounting, a high school diploma, cash handling skills, and customer service experience associated with a friendly, courteous and desirable attitude. Knowledge and ability to work with Microsoft Office applications, AS400, and other computer software. Ability to stand for long periods of time and multi-task as necessary, as well as, communicating effectively with the general public in person, over the phone, or written correspondence.

### **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 typewriters, transcribers, computers, telephones, calculators, copiers, facsimile machines, etc. Must be physically able to exert up to 30 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.

**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 receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondence, forms, statements, etc. Requires the ability to prepare a variety of correspondence, forms, statements, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of rational systems in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

**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; adding and subtracting totals; multiplying and dividing; determining percentages and decimals; and the ability to apply the theories of algebra.

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

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, policies, and procedures of the Treasurer's Office as they pertain to the performance of duties of the Fiscal Assistant. Has working knowledge of the laws affecting the collection of real and personal property taxes and charges for privilege licenses. Has working knowledge of modern office practices and procedures, including the handling and accounting of large sums of money. Has working knowledge of the principles and practices of bookkeeping. Has considerable knowledge of arithmetic, spelling, punctuation and format, and its uses in general office work. Is skilled in the operation of common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs. Is able to compute figures rapidly and accurately. Is able to prepare records and reports concerning the collection of taxes. Is able to assist in the preparation of detailed financial reports. Is able to exercise tact and courtesy in frequent contact with the general public, and businesses. Is able to establish and maintains effective working relationships as necessitated by work assignments.

### **Performance Indicators (continued)**

**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 interacts within department and division, and with co-workers 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 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 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 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 it. Questions such instruction and direction when clarification of results or consequences is 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 within the department.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the department and project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the County. Interacts effectively with fellow employees, supervisor, professionals 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.