

Bonner County Job Description



Title: Account Clerk I/Mortgage Service Clerk
Department: Treasurer
Supervisor: Treasurer
Supervision Exercised: None
Job Description Revision/BOCC APPROVAL: 03_22_2017

Posting Title	Account Clerk I/Mortgage Service Clerk
----------------------	--

General Summary	<p>Performs a variety of duties associated with the acceptance and collection of property tax payments according to established procedures and Idaho State Statutes. Maintains coding and provides support specific to mortgage and tax paying services. Provides general and specific clerical support and office assistance as required. Provides information and assistance to the public.</p> <p>Other Information: Work involves regular and recurring situations where regular judgment is required to apply standard practices and decision making within clearly defined parameters. Work typically is low in complexity as incumbent works under regular supervision. Communicates heavily with others inside the department, regularly with others throughout the organization and heavily with customers of the Treasurer’s Office. Work has a distinct impact on the operations of the Treasurer’s Office; however, most errors will be identified and corrected prior to them leaving the department. Work is typically performed in an office environment with low to moderate intermittent stress due to deadlines and angry customers. Does not typically involve travel.</p>
------------------------	--

Essential Functions	<p>The essential functions include, but are not limited to, the following duties and responsibilities, which are not listed in any particular order of priority and may be amended or added to by the County at any time:</p> <ol style="list-style-type: none"> 1. This is the primary person to answer the phone and greet customers. Routes individual calls and inquiries to the appropriate department or resource to best meet their needs. Answers questions as possible to provide information regarding the Treasurer/Tax Collector’s office, accounts and other information of a routine or otherwise related matter. 2. Performs various clerical duties within the Treasurer’s Office using a variety of standard office equipment and procedures. Sorts and processes department mail, completes forms, answers routine correspondence, updates forms, organizes and stores batch envelopes of receipts. 3. Verifies and posts cash transactions for tax payments using a computer and/or taxpayer records. Calculates future billing estimates and delinquencies, and issues refunds using established procedures. Balances daily transactions, prepares reports and routine statements on taxes collected and due. Performs routine research of tax records and legal documents related to delinquent accounts. 4. Maintains specific bank coding for multiple mortgage companies and tax paying services in the payment of property taxes from impound accounts. Maintenance is performed by hand entry into a computer and then transferring data from AS400 files to tape media and/or email and mailing to tax paying services. Analyzes and edits related reports and balances bank coded transactions.
----------------------------	---

	<ol style="list-style-type: none"> 5. Maintains and processes winter addressing system of codes for special handling of tax billings for taxpayers who leave their homes for the winter season to ensure proper delivery of tax billing without loss of exemptions. 6. Assists and accompanies Treasurer as needed with Public Administration duties. Prepares and/or assists with taking of inventory of deceased. Assists Treasurer with liquidation of assets (yard sales, auctions, 2nd hand stores). Assists with cleaning and disposing of items of no value.
--	--

Secondary Functions	<ol style="list-style-type: none"> 1. Assists in opening and closing the office for business at the start and end of business hours. 2. Maintains cleanliness and organization of department office. 3. Locates correct address for those documents returned for wrong address. 4. Performs all other duties as assigned.
----------------------------	---

Specifications	<ol style="list-style-type: none"> 1. Sufficient combination of knowledge, skills and abilities so as to competently perform the essential functions of the job. High school diploma or equivalent with additional post-high school training courses. 2. Some experience (typically less than one year) in an office setting or related field required so as to obtain the knowledge and experience of working in an office environment. 3. Must valid Idaho state driver's license preferred. Must have history of good driving record and maintain a good driving record in the course of the employee's employment. 4. Must possess good organizational, telephone, and communication skills. 5. Ability to multi-task and maintain composure with a number of incoming telephone lines, high volume walk-in customer traffic, and occasional angry customers 6. Basic understanding of general office skills (e.g., filing). 7. Ability to type proficiently at or about 50 wpm using standard keyboards and personal computers, facsimile, copiers, time clocks, printers. 8. Proficient grammar skills as used in the composing and proofreading of documents, memos, and other correspondence. 9. Ability to follow directions, work in an effective and professional manner and develop effective working relationships with co-workers, supervisor, and general public. Ability to read and understand general documents, policies and instructions. 10. Ability to communicate effectively, both orally and in writing. 11. Ability to develop and maintain harmonious working relationships with others, both inside and outside the organization. 12. Working knowledge of bookkeeping and accounting practices. Numerical ability to post data and make arithmetic calculations quickly and accurately.
-----------------------	--

	13. Training handling identification of hazardous waste and environments.
--	---

Working Conditions	<p>Ability to perform those physical activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Requires continual communication (hearing and talking, both in person and over the telephone) and standing; frequent fingering, grasping, walking, and repetitive motions. Requires good general vision.</p> <p><i>Maybe exposed to household hazardous waste, disease and other hazardous material. May require lifting, pulling, pushing and carrying weights typically under 20 pounds, but occasionally requires lifting of 50 pounds. Also, occasionally subject to noxious odors, physical hazards, hazardous materials and other conditions that may create a risk of physical harm with improper protection and continued exposure.</i></p> <p><i>Requires occasional travel within the county limits.</i></p>
---------------------------	---

Disclaimer	This job description is not an employment agreement or contract and management reserves the right to modify when necessary per Bonner County policy.
-------------------	--

I have reviewed and agree this Job Description accurately reflect the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

Please Print Name: _____