



Madison County Vacancy Announcement

Tax Clerk

Position Summary:

An employee in this class performs a variety of advanced clerical duties in support of County property tax collections and assessment. Duties include assisting in collections of property taxes and maintaining accurate records. Independent judgment must be exercised in applying North Carolina property tax laws, policies and procedures to specific situations. Considerable tact and courtesy must be exercised in dealing with the public on tax related issues. Work is performed under general supervision of the Tax Administrator. Attention to detail and problem-solving skills are of significant importance in this position.

This position is non-exempt under the Fair Labor Standards Act.

Where to Apply:

The position is open until filled. Submit a North Carolina State Application (PD 107) with a cover letter to Madison County Human Resources. To obtain an application, visit <http://www.madisoncountync.org/employment.html>. Applications will be accepted at the Madison County Human Resources Office, 107 Elizabeth Ln., Marshall or mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753. Applications will also be accepted via email to hr@madisoncountync.gov.

Madison County Government is an Equal Opportunity Employer.

Essential Functions:

- Process tax payments for walk-in customers, mail payments, and credit card payments over the telephone. Ensures payments are applied to the correct account.
- Prepare and issue receipts; prepare and issue disposal cards; record payments received; process bank deposits.
- Handle citizens' needs in making payments to their tax bills. This includes preparing estimated tax notices and preparing receipts for payments received.
- Reconcile cash drawer daily.
- Research records for deed certification; research deed transfers for current year and send tax statements to new owners.
- Assist Tax Administrator in preparing files for foreclosure.
- Assist the Tax Assessor's office staff when needed.
- Process documents for imaging as required.
- Communicate clearly and effectively orally and in writing, over the telephone and in person.
- Maintain knowledge of the agency organizational rules, policies, procedures, services and mission.
- Plan, prioritize, and organize work effectively to produce quality work with measurable results and within identified deadlines.
- Work effectively and efficiently as a team contributor including interacting, communicating and coordinating work efforts with other employees and organizations to accomplish a common task.
- Function in highly stressful circumstances and demonstrate the ability to adapt to changing priorities, deadlines and directions.
- Conduct business in an ethical manner at all times while maintaining a high level of professionalism and confidentiality.
- Collects delinquent taxes using forced collection procedures (garnishment of wages, attachment

of bank accounts, attachment of rents and contract payments, levying of property and foreclosure of real property).

- Maintain accurate tax records on collection, delinquencies, business personal property, and real property taxes.
- Negotiate payment arrangements with delinquent taxpayers.
- Issue mobile home moving permits.
- Performs 10-year tax search of parcels being transferred to verify no delinquent tax status.
- Receives and distributes mail; opens and closes vault.
- Complete yearly audits on Elderly Exemptions and the PUV Program
- Performs related work as required.

Education and Experience:

Graduation from High School or equivalency. Experience in clerical/accounting work preferably involving public contact.

Knowledge, Skills, and Abilities:

- Attention to detail, problem-solving, and critical thinking skills are essential to ensuring payments are applied accurately and as intended by taxpayers.
- General knowledge of modern office practices and of forms and machines used in the preparation of tax office records using Microsoft Office applications, tax office software, and document management software.
- Ability to review/validate bank deposit tickets for daily collections.
- Ability to deal tactfully and courteously with the general public in explaining tax laws and policies.
- Ability to work with taxpayer records with utmost confidentiality as governed by the Machinery Act and Public Records Law as well as established Tax Department confidentiality policy.

Physical Requirements:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Additional physical requirements:

- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including the human body.
- Ability to stand for long periods of time during peak seasons and busy times.
- Sedentary work involves sitting most of the time, during non-peak seasons. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Requirements: Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. Must possess a valid North Carolina Driver's License.

Salary and Compensation: \$32,000. This position comes with a benefits package including: paid health insurance; dental, eye and other supplemental insurance available, paid sick time, paid vacation time, and paid holidays.