TAX ASSISTANT

DEFINITION OF WORK

Employees perform a variety of responsible administrative, clerical, research, processing, and public contact work in the County Tax Department. Employees in this class perform a variety of public contact and clerical duties in support of County tax functions. Employees are expected to perform at the journey level within the assigned area requiring knowledge of the collections, assessments, or listing programs and to have a general knowledge of the full tax process in order to assist the public. Duties include assisting the public in a variety of transactions, maintaining and updating records, assisting in the preparation of tax bills, assisting with listing property taxes, and collecting payments. Work is performed using specialized accounting, word processing, and data base software. Independent judgment must be exercised in applying laws, policies, and procedures to specific situations. Considerable tact and courtesy must be exercised in dealing with the public on tax questions and advanced customer service skills are required at all times. Accuracy is required in making calculations, collections, and in entering data into the computer. Work is performed under general and direct supervision, with independence in dealing with the public. Work is evaluated through conferences and overall effectiveness of work performed by the programmatic supervisor.

EXAMPLES OF WORK

Employees assist taxpayers to list property; review records to ensure correct listings, prepare abstract books, correct errors and update information; respond to inquiries about listing requirements and procedures, key a variety of data into tax listing database such as property and address changes, exemptions, mortgage codes, etc. Employees research a variety of sources to perform discovery of unlisted property; compare current listings to previous listings; review building permits and appraisal records; obtain registration lists of boats; review mobile home ownership lists; and prepare and mail letter to all known taxpayers to perform discovery on unlisted property. Employees calculate penalties and interest charges on delinquent taxes and special assessment accounts; advise delinquent taxpayers on payment options; research and initiate the garnishment process. Work also includes assessing value of personal property such as mobile homes, boats, unlicensed vehicles, trailers, etc. using established schedules; entering on abstracts and in electronic database; importing North Carolina Department of Motor Vehicles' records for vehicle license renewals and new vehicle data on a monthly basis; crosschecking and deleting duplicate information; valuing vehicles using established schedules; establishing new accounts, entering location codes by taxing jurisdictions within the County; entering data into a computerized database to run tax scroll for billing. Employees process tax exemptions for veterans and senior and disabled citizens; explaining program and qualification requirements; assisting individuals to apply; determining eligibility; reviewing exemptions annually and removing tax exemptions from property with ownership change, death, or other disqualifiers. Employees provide assistance to tax payers and their representatives, attorneys, real estate professionals, and the general public in researching records, provide information on tax laws, policies and procedures; review requests for adjustments or releases of taxes; prorate, release or refund taxes based on proof; collaborate with others on valuation appeals or controversial issues and valuation problems as needed; perform related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a two-year community college with a degree in business, finance, or accounting supplemented by one year experience in tax related work; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

General knowledge of the procedures, laws, forms, and records used in the listing, assessment, billing, or collections functions; general knowledge of the full tax process affecting the public; skill and knowledge in automated systems and their applications in the tax office; skill in data entry and retrieval; ability to communicate effectively in oral and written form; ability to make arithmetical calculations; ability to deal courteously and tactfully with the general public in explaining tax laws and policies; ability to establish and maintain effective working relationships as necessitated by work assignments; ability to maintain accurately records and reports.

SPECIAL REQUIREMENTS

Completion of the North Carolina Fundamentals of Property Tax Listing and Assessing course within 18 months of hiring date is required. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Employees are subject to hazards associated with an office environment to include working in cramped conditions, retrieving heavy books and associated ergonomic and visual acuity issues.

PHYSICAL REQUIREMENTS

Must be able to physically perform the life support functions of talking, reaching, stooping, kneeling, lifting, fingering, hearing, talking, and repetitive motions; must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects; must possess the visual acuity to prepare and analyze data and figures, fill out forms, and operate a computer and other office machinery.