

DISCLAIMER: This document is an actual job description used in a county in Tennessee. It has not been reviewed by CTAS for accuracy or compliance with law. Users are urged to consult with their county attorney for legal advice and guidance in developing specific job descriptions for their particular county office.

COUNTY, TENNESSEE
CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

DEPUTY CLERK/ BUSINESS TAX

PURPOSE OF CLASSIFICATION

The purpose of this job is to perform clerical work functions associated with issuing business licenses, collecting business taxes, and providing general support within the County Clerk's office. Duties and responsibilities include performing customer service functions; processing documentation and applications for business licenses, marriage licenses, notaries public, passports or other documents; issuing licenses; collecting business taxes and pursuing delinquent accounts; receiving and processing payments; preparing and mailing tax reports; preparing routine correspondence, reports and forms; providing information and assistance; answering the telephone and relaying messages; filing documents and maintaining records; and performing other duties as assigned.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs customer service functions in person or via telephone; provides information and assistance to the general public, accountants, attorneys, other government offices, or other individuals; answers questions regarding business taxes, passports, marriage licenses, notaries public, and other issues.

Issues application forms; receives completed applications and reviews information for completeness, issues licenses and collects fees.

Calculates business taxes or other fees

Operates a computer to review/modify database information; performs data entry functions by keying data into computer system; uses knowledge of various software programs to operate a computer in an effective and efficient manner.

Receives monies in payment of taxes, licenses, fees, etc.; records transactions; issues receipts; balances payments and receipts; forwards as appropriate.

Pursues collection of delinquent accounts and returned checks via telephone, mail, notices, or in person; issues distress warrants for collection and or prosecution.

Performs research functions as needed

Prepares departmental files; sorts/organizes documents to be filed; files documents in designated order; locates/removes files; maintains file system of departmental records.

Prepares and/or generates various reports; performs necessary calculations; reviews, analyzes or verifies information; forwards as appropriate.

Prepares and/or generates routine correspondence, letters, memoranda, forms, reports, and other documents via computer and/or typewriter.

Receives various documentation; reviews, processes, responds, forwards, maintains, and /or takes other action as appropriate.

Receives, opens and distributes incoming mail; prepares outgoing mail

Copies and distributes correspondence, memoranda, reports and other related materials

Communicates with supervisors, officials, state agencies, or others as appropriate concerning problems, legal interpretations, or other issues

Answers the telephone; provides information; takes and relays messages and /or directs calls to appropriate personnel; returns calls as necessary.

Responds to routine requests for information from officials, employees, members of the staff, the public or other individuals/ attends meetings as directed.

Performs miscellaneous duties as assigned

May perform marriage ceremonies in absence of county clerk

Provides assistance and/or backup coverage to other positions as needed

Maintains a comprehensive, current knowledge and awareness of applicable laws and regulations; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Provides assistance or backup coverage to other employees or departments as needed

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma (or equivalent) required, with six months to one year of customer service and general office experience, preferably in a tax office environment (or related field); or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position. May require a valid Tennessee Driver's License.

PERFORMANCE APTITUDES

Data Utilization: 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.

Human Interaction: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants. Must be able to communicate effectively and efficiently in a variety of administrative, financial, legal, or professional languages, including terminology related to county licenses/taxes.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to handle a variety of items, equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions. Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures. Requires the ability to write reports and essays with proper format,

punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice

Mathematical Aptitude: Requires the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; compute discount, interest, profit/loss, ratio/proportion, etc.

Functional Reasoning: Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation

Situational Reasoning: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under moderate stress when confronted with an emergency

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Must be physically able to operate a variety of machinery and equipment which includes a cash register, computer, printer, typewriter, calculator, copy machine, facsimile machine, microfiche reader, telephone, etc. must be able to use body members to work, move or carry objects or materials. Physical demand requirements are at levels of those for light work. Requires the ability to talk and or hear.

Sensory Requirements: requires the ability to inspect items for proper length, width, and shape. Requires the ability to coordinate hands and eyes in using automated equipment. Requires the ability to differentiate colors and shades of color.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 1.5 **Maximum Continuous Time:** 15 minutes

2. SITTING

Estimated Total Hours: 6.5 **Maximum Continuous Time:** 45 minutes

3. LIFTING/CARRYING

Objects: More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs				X	
26-50 lbs				X	
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING

Objects: on occasion

5. CLIMBING

Tasks: retrieving items from top shelf in storage room

Device: Ladder

Height: 9 feet from ground

Frequency: Occasionally

6. BENDING/SQUATTING/KNEELING

Tasks: getting files

Frequency: daily

7. REACHING

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Down	Daily		<5lbs
21-36"	Down	Daily		<5lbs

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	95 % of time
Outside	5 % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e: writing, twisting hands or wrist, etc	X		

-♦-♦-♦-♦-

_____ County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date