

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 TRUSTEE II
FLSA STATUS: NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative work associated with the _____ County Trustee office. Duties and responsibilities include compiling and maintaining records of accounts and reports, collecting taxes, handling banking functions, providing customers with information regarding special programs including Tax Relief and Tax Freeze, processing returned mail, and processing tax payments. Reports directly to the Chief Deputy Trustee.

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; provides information/assistance regarding department services, activities, procedures, or other issues; distributes forms, letters, and documents as needed; responds to routine questions, complaints, or requests for service; initiates problem resolution; processes all tax payments; sets up appointments for tax freeze and tax relief programs.

Performs general clerical tasks, which may include making copies, distributing documentation, sending/receiving faxes, incoming and outgoing calls, and updating department documents.

Operates a computer to enter, scan, review or modify data; performs data entry functions by keying data into the computer; verifies accuracy of entered data and make corrections; utilizes word processing, research, internet, email or other computer programs.

Communicates with mortgage companies, title searchers, title companies, tax customers, other departments, and other individuals to exchange information or resolve problems.

Conducts research functions as needed for various customers either by phone or by fax.

Processes applications for tax relief and tax freeze, requiring all documents related to each.

Serves as a resource of information for the public and other employees within the department; maintains an effective working relationship with the public and co-workers.

Special assignments may include the following:

Counts and balances the cash box daily.

Processes mail to be sent to customers.

Enters data from the Chancery Court back tax payment report on a monthly basis.

Acts as tax relief coordinator by processing, reviewing, scanning and submitting all tax relief applications to the State of Tennessee; sends/receives additional documents to the state and/or the customer; verifies accuracy of all information; requests disbursements from the Finance Department for Tax Relief Credits issued.

Develops and projects annual budget; makes budgetary recommendations; prepares balance sheets; monitors expenditures to ensure compliance with approved budget; orders and maintains all office supplies and equipment; corresponds with the Trustee for budget amendments; initiates requests/purchase orders for new or replacement supplies and/ or equipment; submits all bills to be paid to the Finance Department.

Acts as tax freeze coordinator by processing, reviewing, scanning, and submitting all tax freeze applications to the State of Tennessee and to the Assessor of Property; sends/receives additional documents to the state and/or the Assessor of Property; verifies accuracy of all information; maintains applications and coordinates future appointments.

Initiates a delinquent tax report and prints tax bills; coordinates with the Trustee as to the frequency; ensures all related inventory is available.

Compiles office inventory and coordinates with the records in the fixed assets department.

Retrieves/sends messages from the Cisco phone system.

Coordinates with the Trustee for advertising in the newspaper; maintains/updates current ads.

Reviews, researches, scans, and processes all return mail; utilizes all resources and attempts the mailing with a different address.

Serves as a resource of information for the public and other employees regarding bankruptcy; compiles and prepares documentation about bankruptcy to turn over to county attorneys; files bankruptcy claims; processes bankruptcy payments received monthly from the Bankruptcy Trustee.

ADDITIONAL FUNCTIONS

Assists the Assistant Chief Deputy in their absence to assume role responsibility as directed; which includes but is not limited to daily balancing of receipts; compiling, sending and receiving information from local banks on bidding certificates of deposits and other banking functions.

MINIMUM QUALIFICATIONS

High school diploma or GED; preferably supplemented by 1 year previous administrative experience and/or experience working in a Trustee's office; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

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

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: .5

2. SITTING

Tasks:

Estimated Total Hours: 6

3. LIFTING/CARRYING

Objects:

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: bank boxes containing bankruptcy files

Height of hands above floor during push: 16 inches

5. BENDING/SQUATTING/KNEELING

Tasks: changing printer paper, filing
Frequency: as needed

6. REACHING

Tasks:
Hands Used: RIGHT LEFT **BOTH X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Up and down		1 to 30 minutes	2 lbs
21-36"				

7. 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	

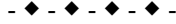
Inside Building	<u>97</u> % of time
Outside	<u>3</u> % of time

8. 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

9. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		50 % of the day
Grasp	X		50 % of the day
Fine Motor i.e: writing, twisting hands or wrist, etc	X		100 % of the day



_____ 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