



Tax Assessor Collector, Ashley Hernandez

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| <u>Position Title:</u> | Clerk III | <u>Effective Date:</u> | May 2025 |
| <u>Department:</u> | Tax Office | <u>Division:</u> | Tax |
| <u>Accountable to:</u> | Assistant Chief | <u>Status:</u> | Non-Exempt |

Primary Objectives

Perform a variety of duties assisting the Tax Assessor/Collector (TA/C) and Chief Deputy TA/C with all functions of the department (collection of property taxes for all taxing entities in Victoria County, and other fees) in accordance with departmental procedures and regulations.

Supervision Received

General office practices and procedures, proper handling of cash including making and giving cash change; word-processing. Proper use of business English in oral and written communications. Use of 10-key calculator; able to perform mathematical functions; knowledge and experience of procedures involved in the operation of all county tax office functions; i.e. familiar with codes, statutes, rules, and regulations pertaining to collection of property taxes, and other fees collected by this office.

Supervision Exercised

None.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Provide customer service to “counter customers” by receiving payments, posting transactions in computer systems. Performs address and legal property searches, and sales tax fees, property tax collections, alcoholic beverage permits and various other fees collected by TA/C;
2. Answer all incoming telephone calls providing customer assistance for all functions of office or direct customer to appropriate personnel
3. Process returned mail with updated addresses provided by post office or Appraisal District, forwarding corrected property tax statements, providing Appraisal District with new addresses, and maintaining file of returned mail;
4. Respond to incoming mail: research and prepare correspondence relating to all functions of office using word processing software and maintain files of all correspondence;
5. Assist delinquent tax law firm in collecting delinquent property taxes and verify court costs and various customer fees for delinquent property tax lawsuits.
6. Assist with research, preparing and providing documentation in response to all requests for property tax records relating to all county tax office activities;

7. Maintain cash drawer with beginning change, daily receipts issued and daily funds collected.
Balance all funds and receipts with daily close-out.
8. Perform general clerical work, which may include filing, typing and/or other clerk duties.
9. Organize and maintain filing systems; maintain records related to the County Tax Assessor-Collector Office.
10. Operate a variety of office equipment including computer, printer, typewriter, calculator, copy machine and counterfeit machine.
11. Maintain current knowledge of statutes, rules, and regulations relating to county tax office activities

MINIMUM QUALIFICATIONS

- Valid Texas Driver’s License
- High School graduation, or its equivalent
- Equivalent combination of experience, education, and training that provides the required knowledge, skills, and abilities.
- Previous experience in a customer service oriented field which included handling cash transactions
- Prefer previous customer service experience in a tax office

WORKING CONDITIONS

The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Employees sit some of the time and may walk or stand for some periods of time.
Must be able to multi-task and work under pressure, produce accurate work and meet established deadlines.
- Establish and maintain effective working relationships with other county employees, officials, and the general public.
- Sensory requirements include standard vision requirements, ability to convey detailed or important instructions to others accurately, loudly or quickly, and standard hearing requirements - hear information at normal spoken word levels.
- This is light work requiring some physical agility such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.

| Physical Exertion (Pounds) | |
|----------------------------|-----------------|
| Up to 10 | Occasionally |
| Up to 25 | Occasionally |
| Up to 50 | Seldom or never |

| | |
|-------------|-----------------|
| Up to 100 | Seldom or never |
| 100 or more | Seldom or never |

| Environmental Exposures | |
|-----------------------------------|-----------------|
| Work near moving mechanical parts | Seldom or never |
| Work in high, precarious places | Seldom or never |
| Toxic or caustic chemicals | Seldom or never |
| Outdoor weather conditions | Seldom or never |
| Extreme Cold, non-weather | Seldom or never |
| Extreme Heat, non-weather | Seldom or never |
| Noise Level | Quiet |

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.