



DEPARTMENT: Commissioner of the Revenue

NATURE OF THE JOB:

Performs responsible clerical and fiscal work assisting citizens with a variety of tax-related matters, including personal property and State income tax. Duties are performed under the general supervision of the Chief Deputy Commissioner of the Revenue. Receives daily assignments and guidance from the Deputy IV.

ESSENTIAL FUNCTIONS OF THE JOB:

Staffs the customer service window and provides assistance to customers. Answers questions on a wide variety of topics.

Receives income, estimated, and personal property tax returns. Checks returns for completeness and provides taxpayers with a receipt.

Receives payments in the form of cash and checks for balances due on Virginia income tax returns and estimated income taxes. Provides receipts to taxpayers and prepares necessary transmittal forms to allow proper processing and deposit of funds by the Treasurer's Office.

Accepts motor vehicle registrations. Enters information into the database. Prints personal property returns/decal applications and directs customers to the Treasurer's Office for payment.

Receives payments via mail of vehicle registration fees and prepares necessary forms for transmittal of funds to the Treasurer's Office.

Receives vehicle transaction data from the Division of Motor Vehicles; enters pertinent data into computer system for assessment.

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Assesses personal property taxes using standard information sources such as the Division of Motor Vehicle listings, National Automobile Dealers Association, mobile home guide books, ABOS Marine Blue Book, and Inland Games and Fisheries printout.

Prepares administrative assessments of unregistered items. Composes correspondence to customers explaining situations regarding administrative assessments.

Scans, updates, merges and does system backup of decal forms using the Optical Character Recognition System.

Reviews abatement requests, identifies needed documentation; researches computer database and other sources for information and historical information, and determines appropriate resolution. Processes abatements and

exonerations as appropriate. Transmits memoranda of corrected assessment to Treasurer's Office indicating the amount of the adjustment and any refund due to the taxpayer.

Opens mail and composes and types correspondence using word processing software. Prepares taxpayer mailings such as decal forms or boat registrations.

Maintains records of active duty military personnel exempt from personal property tax. Ensures current Leave and Earning Statements (LES) are on file. Reviews LES statements and updates computer records.

Reviews refunds and keeps a list of refunds issued using computer program.

Maintains files and prepares a variety of reports.

Learns to perform the duties of a Deputy II.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office setting. Operates telephone, computer keyboard, optical scanner, copy machine and calculator.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of business English.

Knowledge of standard office procedures and equipment.

Ability to maintain confidentiality of information.

Ability to perform accurate basic mathematical calculations, including addition, subtraction, and calculating percentages.

Ability to use Windows-based, Word Perfect, and spreadsheet software proficiently.

Ability to make decisions based on office policies and procedures.

Ability to establish and maintain effective working relationships with County staff and public.

Ability to communicate effectively, both orally and in writing.

Ability to set priorities, organize work, and complete tasks quickly and accurately.

Strong customer relations skills, including the ability to deal effectively with difficult customers.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent and some experience working with the public in an office setting preferred, or any combination of education and experience providing the required knowledge, skills, and abilities.

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