



CALDWELL COUNTY

Job Description

Job Title: Deputy Clerk
Department: Tax Office
Location: 110 S. Main St.
Lockhart, Texas

Salary:
FLSA Status: Non-Exempt
Prepared by: Human Resources Dept.

*Applications will be accepted until the position is filled.

*Please return job application to HR Office (Kristianna Ortiz) 1st floor Caldwell County Courthouse.
You many also email your application to kristianna.aranda@co.caldwell.tx.us.

SUMMARY

This position requires that after a designated training period, the successful candidate have a thorough knowledge of automobile registration and titling procedures. He/She has daily contact with the public and is responsible for processing an annual average of 130,000 vehicle transactions including, but not limited to, license renewals, dealer transactions, subcontractor renewals, fleet registrations, internet transactions, and title transfers. Accurately input and balance dollar collections. Research, interpret, and apply the Texas Department of Motor Vehicles and the Texas Comptroller's office, and local dealerships. The successful candidate must be proficient at handling cash and balancing a cash drawer daily. Good customer service skills are a requirement, and Bilingual is preferred. This position may require various shifts to be worked at our other Caldwell County Tax Office location depending on staffing needs.

SUPERVISION RECEIVED

Works under the general supervision of the Tax Assessor-Collector and Chief Deputy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve customers at the counter by registering and transferring vehicles, and providing assistance with other motor vehicle transactions as required.
- Must pass all of the Texas Department of Motor Vehicles eLearning modules – Must be bondable.
- Promptly produce and mail out registration renewals.
- Process dealer transactions for new and used vehicle sales within a 48-hour turnaround.
- Coordinate with the Texas Department of Motor Vehicles and Texas Comptroller of Public Accounts to respond to citizen requests in a timely, professional manner.
- Contact customers by phone to inform them of their Specialty plates arrival.
- Process and balance credit card transactions
- Process Internet Renewals
- Accurately maintain disabled database
- Manage the permanent and temporary Handicap/Disabled Veteran's Documents and files

- Order Veteran's Plates
- Request for film from DMV when needed
- Manage Supplies
- Keep printers and copiers stocked with toner and paper
- Manage daily reports for storage
- Answer multi-line phone system
- Maintain work area in a professional, organized manner.
- Performs related work or duties as assigned by supervisor

Note: 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 and is assigned by management.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge of:

Professional Customer Service skills;
 Applicable laws as related to the functions of the Tax Assessor/Collector's Office;
 Personal Computer skills and software, including Microsoft Office;
 Proper English usage, spelling, grammar and punctuation;
 Telephone techniques and etiquette;
 Principles and procedures of office organization and record keeping;
 Basic arithmetic and cash handling procedures;
 Data entry and retrieval;
 Standard office policies, procedures, and equipment;
 Caldwell County policies and procedures.

Ability to:

Perform multiple tasks simultaneously in a timely manner;
 Obtain, record, and disseminate accurate information from telephone conversations and personal contact;
 Communicate clearly and concisely, both verbally and in writing;
 Be detail orientated, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills;
 Understand and follow verbal and written instructions;
 Properly interpret, understand and make decisions in accordance with laws, regulations and policies;
 Conduct business with the public in a professional, courteous manner;
 Be responsible for large quantities of money;

Function independently, exercise good judgment
 Perform extensive research related to the functions of the department;
 Establish and maintain effective working relationships with those contacted in the course of the job;
 Operate equipment required to perform essential job functions;
 Work independently in the absence of supervision;
 Work in a safety-conscious environment and to follow and promote good safety practices;
 Handle exposure to potentially hostile individuals;
 Maintain confidentiality and security of information encountered in work activities at all times;

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to four years of related experience and/or training; or equivalent combination of education and experience. The individual should possess a thorough working knowledge of cash handling, computer data entry, customer service, and general office procedures. Familiarity with monthly processes of accounts payable, and general ledger. Bookkeeping Experience a plus.

OTHER FUNCTIONS: Regular attendance and punctuality is an essential job requirement. Performs other job related duties as directed by supervisor(s)

OTHER SKILLS AND ABILITIES

Microsoft office suite (i.e. email, word, excel), and database programs; prepare clear and concise records, reports, correspondence and other written materials; exercise independent judgment within general policy guidelines; establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to stand, walk; use hands to finger, handle, or feel; reach with hands and arms. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests might be required.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is this a contract for employment.

NOTICE:

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Regular attendance is required in this job.

All employment with Caldwell County shall be considered “at will” employment. No contract of employment shall exist between any individual for any duration, either specified or unspecified.

I have reviewed this job description and find it to be an accurate description of the demands of the job.

Signature of Employee

Date

This signed original will be placed in employee's Personnel File.