

**Worcester County
Job Opportunities**

DEPARTMENT: TREASURER'S OFFICE
JOB TITLE: TAX SALE SPECIALIST
COMPENSATION: GRADE 14/STEP 6 \$21.46 HOURLY/\$44,637 ANNUALLY
GRADE 14/STEP 14 \$26.16 HOURLY/\$54,413 ANNUALLY BASED ON EXPERIENCE
APPLICATION PERIOD: UNTIL FILLED
WORK SCHEDULE: MONDAY TO FRIDAY, 8:00AM TO 4:30PM
LOCATION: PRIMARY LOCATION GOVERNMENT CENTER IN SNOW HILL; AS NEEDED AT ISLE OF WIGHT OFFICE IN BISHOPVILLE

JOB SUMMARY: This individual is responsible for the tax sale process as well as the collection and processing of County revenue. This includes but is not limited to real estate property tax, utility bills, personal property tax, permits, fees and other governmental departments deposit collections and reports to the Tax Supervisor and Tax Manager but is under the direct leadership of the Deputy Finance Officer and Finance Officer.

GENERAL REQUIREMENTS:

- Pre-employment background check

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Posts payments to automated system.
- Wait on and processes payments received from taxpayers.
- Prepares cash deposits from payments received from customers.
- Open and review mail, and process payments as appropriate.
- Processes miscellaneous revenue items including, but not limited to permits, MVA tag sales, service charges, miscellaneous fees, and other government department's deposits as required.
- Answers telephone questions regarding processing and payments as needed.
- Research processing errors, and returns payments where needed.
- Files supporting tax processing and payment records.
- Assists in reconciling of cash, taxes receivable, taxes collected and miscellaneous revenues accounts.
- Monitors and processes abatements and adjustments to prior assessments.
- Assists in the preparation of delinquent notices, County's foreclosure and tax sale process, preparation of regulatory reports, and tax mailings as needed.
- Research and resolve taxpayer complaints.
- Prepares deed transfer information, update data records and collect transfer tax;
- Monitors and research taxation issues affecting real property, business tax, personal property, permits and user fees.
- Processes electronic files not limited to accounts receivable, accounts payable, and internal County revenue.
- Maintains the ability to identify, troubleshoot, and correct errors in electronic files being processed
- Communicates with supervisors and/or other departments as needed with regard to the processing of electronic files.
- Maintains the ability to research customer account errors with SDAT, Clerk of the Courts, or by other means at the direction of office supervisors.
- Reviews and recommends new methods and procedures to make daily operations more efficient.
- Prepares final property tax notices, monitor foreclosure activity as needed as related to the tax sale process, prepare regulatory reports as needed, coordinate related tax mailings and correspondence.
- Works with taxpayers and coordinates with the County Attorney to facilitate the tax sale process and resolve any outstanding tax sale issues including excess proceeds, redemptions, and/or related court filings.
- Prepares all Tax Sale related correspondence including advertising, public notices, and online including the County website and other portals as deemed necessary.

- Serves as the primary contact for nuisance abatement cases and coordinate with the appropriate department(s) and the County Attorney as needed.
- Serves as the primary contact for bankruptcy cases and coordinate with the County Attorney and outside counsel as needed.
- Serves as the liaison and primary point of contact with our online tax sale provider for all Tax Sale activity.
- Works directly with the Office of the State Tax Sale Ombudsman to ensure compliance and research any cases presented to the County.
- Works with our Tax Supervisor or Tax Manager to resolve posting errors as needed.
- Serves as the primary point of contact for the use of the TransUnion software platform to do sensitive customer research.
- Ensures confidentiality of information and records and complies with the record retention schedule.
- Complies with the safety programs, procedures, training, fire drills, COOP plans, etc.
- Adheres to the Worcester County Government Personnel Rules & Regulations, and works in a pleasant and harmonious manner with co-workers and the general public.
- Performs other duties as assigned. This position will be cross trained to other positions.

QUALIFICATIONS AND SKILLS:

- High School Diploma or equivalent with five years experience in accounting or three years of governmental accounting experience
- Must possess knowledge of state and local government laws as related to real and personal property
- Must have proficient knowledge of Microsoft Office including WORD, EXCEL, Access, and Outlook
- Maintains the ability to research customer account errors with SDAT, Clerk of the Courts, or by other means at the direction of office supervisors.
- Experience with Munis and Docuware preferred
- Ability to apply acquired knowledge to increasingly varied and complex tasks
- Ability to work in an open office environment
- Familiar with modern office practices and procedures including the ability to operate office equipment, such as FAX machines, copiers, and calculators.
- Must have exceptional oral and written communication skills necessary to promote a professional and personable relationship with coworkers and the general public
- Able to establish and maintain harmonious working relationships with staff, and the public using tact, discretion, sound judgment, and professionalism (parts of this were listed in another part)
- Ability to communicate effectively in writing and verbally with staff and the general public
- Ability to perform work correctly, accurately, and consistently
- Ability to compose confidential and non-confidential correspondence and maintain confidentiality
- Ability to follow verbal and written instructions; keep records and logs; complete written forms accurately
- Ability to apply acquired knowledge to increasingly varied and complex tasks
- Ability to meet deadlines timely
- Ability to follow directions
- Ability to prepare reports and analyze data as required
- Must have a team-oriented work ethic and ability to collaborate

SAFETY ANALYSIS:

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (>75% of the time)

Sedentary work; Constant sitting, viewing; Frequent talking, hearing; Occasional pushing, pulling, carrying, lifting up to 10 lbs. No known significant hazard risk.