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| **JOB TITLE: Tax /Motor Vehicle Clerk** | **JOB CODE:** |
| **DEPARTMENT: Treasurer/Motor Vehicle**  **SUPERVISOR’S TITLE: Treasurer and MV Supervisor** | **FLSA STATUS:** |
| **POSITION SUMMARY**  Under the general supervision of the Treasurer, performs administrative and clerical duties in the collection of taxes and the processing of various tax related claims and forms. Clerical duties in rendering public assistance for securing titles, registering vehicles, vessels, and determining and collecting license fees. | |

**ESSENTIAL FUNCTIONS**

1. Nature of work: this position is involved in collecting money and recording and posting transactions relating to taxation. Determining license fees, issuing permits, gaining titles, and explaining to customers how to secure proper documentation needed prior to licensing.
2. Personal contacts: constant interaction with the public in person and on the telephone in sometimes stressful circumstances.
3. Supervision received: general direction of Treasurer as needed or requested.

**DUTIES AND RESPONSIBILITIES**

Prepares tax notices for real estate, personal property, and mobile homes. This would include helping and preparing the taxpayer notices for mailing. Delivers mail to the postage room and assists in large mail outs. Assists taxpayers, real estate agents, title companies, mortgage companies, and financial institutions in person and on telephone. Collects payments on current and delinquent taxes and issues receipts. Prepares and issues tax assignments and cash redemptions. Researches and prepares paperwork for tax deeds when necessary. Types moving permits for mobile homes. Prepares papers for bankruptcies including verifying tax status, filing claims, and sending copies. Prepares sheriff’s letters on delinquent personal property and mobile homes. Conducts tax searches. Writes refund checks for overpayment of taxes. Collects and issues various receipts on revenue collected. When necessary, run reports, mailing lists, etc. Have a thorough knowledge of Montana laws as they apply to taxes and be able to interpret and relate them to others. Ensures that all machines are logged and turned off, covered, locked up, and the cash register drawer is secured in the vault at the days end. Open, stamp, sort, and distribute the daily mail for tax and motor vehicle offices.

Assist the public in licensing and titling vehicles and vessels. Files or licenses dealer or individual paperwork according to established standards. Issue all permits, decals, and license plates required for legal operation. Collects and receipts all money received. Reconciles money and receipts at the end of the day.

Advise individuals of paperwork needed to enable legal license and title. Performs mail registration upon proper documentation. Process special and personalized plate requests. File paperwork and receipts. Re-check title work on daily transmittal report before sending paperwork to Helena. Pre-enter title work that comes through mail and is brought in by dealers. Knowledge of Montana laws as they apply to motor vehicle titling and registration.

**SCOPE OF RESPONSIBILITY**

Evaluation of this position will be based primarily upon the preceding job description requirements and duties. Examples of job performance standards include, but are not limited, to the following:

* Performs assigned duties
* Follows appropriate procedures when handling cash transactions
* Properly issues licenses and title transfers
* Assigns state serial numbers to boats and trailers
* Advises customers how to obtain proper documentation
* Waits on customers at window and tactfully responds to questions that may arise, sometimes under stressful situations
* Maintains accurate and timely records and accounts
* Prepares and submits accurate reports
* Prepares tax notices
* Files paperwork and registrations
* Displays patience, tact, and cooperation when dealing with the public
* Issues timely notifications of tax delinquencies
* Conducts tax searches
* Observes work hours
* Demonstrates punctuality
* Organizes delinquent tax receipts
* Properly writes assignments
* Prepares sheriff’s letters on delinquent taxes
* Properly issues moving permits for mobile homes
* Establishes and maintains effective working relationships with fellow employees, supervisors, and the public

**JOB SPECIFICATIONS**

**Education:** High school degree or equivalent.

**Experience:** One year’s experience in a tax and/or motor vehicle office or related office environment; including one year experience in basic computer applications, including word processing using most recent installed version of office software.

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**Knowledge, Skills, Abilities and Competencies:** this position requires a thorough knowledge of office principles, practices, and procedures. Working knowledge of math, computer operations, bookkeeping, and tax regulations. Basic computer operation and knowledge of Word and Excel programs. This position requires skills in typing (40wpm), mathematical calculations, computer operation, and other office equipment. The ability to establish and maintain effective working relationships with other employees, other agencies, and the public. The ability to follow written and verbal instructions. The ability to maintain standards of absolute integrity, to follow complex procedures, and to handle varied tasks simultaneously, Ability to communicate effectively verbally and in writing. Ability to recall past transactions, to meet deadlines, and to interpret legislation. The ability to deal with angry and difficult customers. The ability to think and respond quickly to customers questions and to stand at the counter for long periods of time.

**STATE REQUIREMENTS:** The State of Montana will conduct a background check and fingers printing is required.