

## County of Berks

### POSITION DESCRIPTION FORM

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Position Title: Office Support II- Clerk

Department: Treasurer Reports To: (Title) Chief Deputy

Wage Category:  Exempt  Non-Exempt

EEO-1 Category: \_\_\_\_\_ Union Classification: AFSCME

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#### POSITION SUMMARY:

Customer service representative who engages in data entry, data inquiry, letter composition, filing, phone service and record keeping. Cash handling and maintaining a cash drawer are essential.

#### POSITION RESPONSIBILITIES:

##### *Essential Functions*

1. Customer Service-answering phones, waiting on customers at the counter, assisting the public
2. Assist with Bingo and Small Games and Tax Collection
3. Reviews applications for accuracy; investigations any issues regarding the application process, making sure the process is compliance with the State of Pennsylvania laws and regulations
4. In charge of keeping records up to date
5. Issues certifications of current year taxes to tax payers as well as various entities such as title companies
6. Assists with creating and sending tax bills to new owners
7. Prepares and maintains Tax Claim files
8. Operates office equipment: PC, fax, copier , printer
9. Processes mail payments

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Reviewed Date:

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10. Payment entry
11. Maintain cash drawer
12. Prepares letters
13. Assists with issuance of Dog License, Doe License, Fishing License and Hunting License

***Non-Essential Functions***

1. Bilingual English/Spanish

**MINIMUM EDUCATION AND EXPERIENCE:**

1. High School Diploma or possession of a G.E.D. Certificate
2. A minimum of one year experience in general work processing and office practices including working with varied computer applications and PC experience
3. Any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

1. Ability to perform routine office support work
2. Basic elements of English language usage, spelling and arithmetic
3. Ability to utilize word processing equipment
4. Ability to understand and carry out oral and written directions
5. Ability to communicate effectively orally and in writing
6. Knowledge of the law as it pertains to County Government
7. Ability to maintain cooperative working relationships with those contacted in the performance of duties, to include all other employees
8. Knowledge of office methods, practices and procedures and ability to make arithmetical calculations
9. Ability to diffuse upset customers
10. Ability to maintain composure in a fast-paced environment

**PHYSICAL DEMANDS:**

1. Ability to lift and carry files and office documents up to 20 lbs.
2. Ability to sit or stand for extended periods of time

**WORKING ENVIRONMENT:**

1. Small office area with co-workers in close contact.
2. Each employee has their own work station.

*This position description reflects management's assignment of essential functions; it does not prescribe or restrict the functions that may be assigned.*

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