



## Delaware County Job Description

<b>Job Title</b>	Clerical Part-Time	<b>EEO Classification</b>	Administrative Support Workers
<b>Department</b>	Treasurer	<b>EEO4 Function</b>	Financial Admin
<b>Supervisor</b>	Elected Treasurer	<b>Job Grade</b>	2
<b>Work Schedule</b>	Monday - Friday Hours Vary	<b>Status</b>	Part-Time
<b>FLSA Status</b>	Exempt	<b>Position Type</b>	Hired
<b>Job Category</b>	COMOT (Clerical-Comp, Office Machine Operations, Technician)	<b>Effective Date</b>	6/19/2023

*To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skills, and abilities required. Delaware County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.*

Incumbent serves as Clerical Part-time for the Delaware County Treasurer's Office, responsible for performing various clerical duties and assisting the public.

### **DUTIES:**

Answers telephone, determining nature of call, providing information and assistance, taking messages and/or directing calls to appropriate individual or department.

Assists taxpayers at counter, answering questions, providing information, researching tax information, receiving/receipting payments, and resolving discrepancies.

Opens, processes and distributes incoming mail and collects and processes outgoing mail.

Performs related duties as assigned.

## **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Ability to meet all employer hiring requirements, including passage of a drug test.

Working knowledge of state laws pertaining to tax collections and policies, practices, and legal requirements of the Department, with ability to effectively respond to inquiries and apply appropriate procedures accordingly.

Working knowledge of standard office procedures and computer software used by the Department, with ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare forms and correspondence as required.

Knowledge of standard filing systems and ability to create and maintain accurate and organized files.

Ability to properly operate standard office equipment, such as computer, keyboard, calculator, fax machine, copier, postage meter, and telephone.

Ability to effectively communicate orally and in writing with co-workers, other County departments, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to understand, memorize, retain and carry out oral instructions.

Ability to work with others in a team environment, occasionally under time pressure and on several tasks at the same time.

Ability to count/make simple arithmetic additions/subtractions.

Ability to occasionally work extended hours.

## **II. RESPONSIBILITY:**

Incumbent performs duties according to standard Department policies and procedures with priorities primarily determined by established deadlines and service needs of the public. Assignments are guided by definite objectives using a variety of methods or procedures, with incumbent referring to supervisor for unusual matters, such as policy interpretations. Decisions are always determined by specific instructions or existing, well-established policies and procedures. Errors in work are primarily detected or prevented through prior instructions from supervisor and legally defined procedures. Undetected errors could result in loss of money to the Department or inconvenience to other agencies or the public.

## **III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County departments and the public for purposes of exchanging information and rendering service.

Incumbent reports directly to County Treasurer.

## **IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment, involving sitting/walking at will, sitting for long periods, lifting/carrying objects weighing less than 25 pounds, keyboarding, close vision, speaking clearly, hearing sounds/communication and handling/grasping/fingering objects. Incumbent maintains considerable contact with the public and may be exposed to irate/difficult persons. Incumbent occasionally works extended hours.

### **DOCUMENT HISTORY**

Initial Document	Original Author:		Title:	
	Department: Human Resources		Date Drafted: 03/22/2017	
Change History	Revision	Description of Changes	Approval Date	Approved By

*The County has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the County reserves the right to change this job description and/or assign tasks for the employee to perform, as the County may deem appropriate.*