

TITLE: Lead Tag Clerk

TC/7

DEPARTMENT: Tax Commissioner, Fayette County

JOB SUMMARY: This position is responsible for participating in the issuance of tags and decals.

MAJOR DUTIES:

- o Collects county revenues and records data.
- o Issues various decals and license plates.
- o Processes title applications.
- o Balances and reconciles end-of-day collections.
- o Assists and trains new clerks.
- o Attends seminars and training classes.
- o Obtains sale documents for out of state vehicle purchases and calculates sales tax.
- o Prepare and issues disable parking permits and plates.
- o Collects and records data for emission inspections.
- o Contacts insurance companies to obtain verification of insurance.
- o Assists customer by phone and in person.
- o Transports off-site tag inventory.
- o Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of state laws and regulations regulating the issuance of automobile tags and the collection of ad valorem tax.
- o Knowledge of computers and job related software programs.
- o Skill in interpreting complex information and in conveying it to others in a accurate, complete, and understandable manner.

- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Tag Agent Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include county policies and procedures, Georgia Department of Revenue Rules and Regulations, and the Official Code of Georgia, Annotated. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related tax collection duties. The need for accuracy contributes to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to participate in the issuance of automobile tags and the collection of ad valorem taxes. Success in this position contributes to the efficiency of tax collection activities.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, members of the general public, insurance company representatives, and recipients of direct services.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information, resolve problems, and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or intermittently sitting, standing, or stooping. The employee frequently lifts light objects.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

**MINIMUM QUALIFICATIONS**

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
  
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.