

ELMORE COUNTY

JOB DESCRIPTION

Job Title: Tag Clerk

Department: Tag Department - Probate Office

Job Description Prepared: October 1999

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Tag Department Supervisor

Subordinate Staff: None

Other Internal Contacts: None

External Contacts: Other Counties; State Revenue, Ad Valorem, Sales Tax, Personalized Tags and Title Offices; IRP Tag Office; Car Dealerships; General Public; Computer Company; State Tag Office

Job Summary

Under the direction of the Tag Office Supervisor, the employee renews and sells new tags, processes title applications and collects sales taxes on vehicles and mobile homes. Also sells new and renews mobile home decals. Performs miscellaneous clerical duties such as filing, answering the telephone, and balancing cash drawer and assisting customers with research. Assesses and collects ad valorem taxes.

Job Domains

A. Selling Tags

1. Turns on state computer.

2. Ensures decals are in order.
3. Ensures date is correct in the computer.
4. Renews tags; enters tag information in the computer, ensures all screen information is correct, enters corrections, prints receipts and collects appropriate fees.
5. Processes new tags; ensures appropriate paperwork is available, i.e., application for title, bill of sale.
6. Reviews the bill of sale and ensures taxes have been paid, collects appropriate taxes as required, determines if purchased from an individual or dealership, new or used, etc. Determines taxes due on used vehicles, enters information into the computer and depending upon customers last name, calculates appropriate fees and taxes to be paid and collects amount due.
7. Processes tag transfers; determines fees for transfer and processes transfer.
8. Processes replacement tags; issues new tags or decals as required.
9. Issues temporary tags, reviews bill of sale and processes tags.
10. Issues handicapped tags and placards; reviews required documents and processes request.
11. Issues personalized tags, checks availability, places order and provides temporary tag until metal plate is available. Processes receipt and collects fees.
12. Assesses late fees or waives late fees as appropriate to circumstances.

B. Processing Titles

1. Processes title requests for vehicles purchased out of state or from individuals.
2. Enters all vehicle information on to title screen, prints out information and ensures all information is correct; provides customer with copy.
3. Completes remittance sheet, enters all titles requested on previous day, ensures title applications accompany sheet and forwards to bookkeeper.
4. Receives rejected title applications from state and contacts customer to complete or correct title information and resubmits applications to state.
5. Inspects vehicles purchased from out of state prior to processing title application.

C. Sales Tax

1. Determines tax due on vehicles purchases from an individual or from out of state, determines if customer is in or out of the city limits and calculates appropriate taxes.
2. Determines sales tax due on mobile homes purchased from an individual, assesses appropriate fees, prints receipts and collects taxes due.

D. Mobile Homes

1. Renews mobile home decals, pulls up information on screen, reviews information on screen to ensure correctness, prints receipt, issues decals and collects money.

2. Issues new mobile home decals, reviews application for title and bill of sale, completes title screen, determines money due, issues decal and receipt and collects money. Determines appropriate number of quarters to charge for decal.

E. General Clerical

1. Answers telephone, provides information and answers questions as required.
2. Files tag receipts, titles and copies of bills of sale, handicap letters, military exemption forms, etc.
3. Makes copies of tag receipts and forwards to other counties or dealerships and faxes as needed.
4. Processes mailed in tag and mobile home renewals, mails tags and decals to new customers.
5. Assists to train new employees.
6. Orders a variety of tags.
7. Balances drawer at the end of day.
8. Completes daily balance sheet for all clerks in the absence of the bookkeeper.
9. Takes deposits to the bank as needed.
10. Assists other clerks with problems as needed.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. Ability to effectively communicate with office staff and general public in person and over the phone.
2. Math skills to perform basic mathematical operations.
3. Writing skills to clearly and neatly complete forms and report and post books.
4. Reading skills to read and understand codes, regulations, and policies.
5. *Knowledge of county rules, policies and regulations.
6. Ability to establish and maintain effective working relationships with other employees and general public.
7. Ability to exercise good judgement in making decisions in accordance with department policies and procedures.
8. Ability to operate office equipment such as copy machine, calculator and typewriter.
9. Knowledge of filing systems.
10. *Knowledge of Code of Alabama and other rules and regulations as they apply to Tag office activities.
11. Stamina to work long hours.
12. Strength to lift heavy books.
13. Ability to operate a computer and software appropriate to probate office.

Other Characteristics

1. Possession of a high school diploma and some previous experience working in an office environment is preferred; however, any combination of education and experience which provides the qualifications listed above will be considered.
2. Possession of a valid Alabama driver's license.
3. Ability to travel overnight to attend workshops and conferences.
4. Ability to work more than forty hours per week as needed.

Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

Physical Demand

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Approvals

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