

El Paso County Water Improvement District No.1
Job Specification

Position Title: Receptionist/Land and Tax Records Clerk
Department: Administration
Grade Level:
Wage Schedule: Non-Exempt

Summary

Under general supervision, provide on-going customer service with tax-revenue and land related activities; assist with daily operations of the office and perform related duties as required.

Essential Functions

Provide information regarding splitting of property; ensure land changes are received and recorded; maintain information on suspended lands. Requires regular coordination with the Central Appraisal District; on occasion may attend weekly meetings of the Subdivision Coordinating Committee.

Accept, verify, reconcile and prepare receipts for deposits, property tax payments, fees and general collections payments made in person, by mail or credit card; balance cash drawers; reconcile discrepancies and related forms.

Respond to phone and walk-in inquiries from property owners, developers, and other debtors regarding property tax bills and general collection accounts; research, respond to, and explain property tax inquiries in understandable terms to taxpayers; research tax and collection bill issues involving individual land Records questions from taxpayers; maintain information on suspended lands within the District boundaries; assure land changes are recorded and prepare related written correspondence to taxpayers.

Perform other duties as assigned and necessary for a competent and efficient operation.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D., plus four (4) years of experience of automated financial or record-keeping experience including three (3) years customer service or equivalent combination of training, education and experience that provides the required knowledge and abilities.

Knowledge, Abilities and Skills: Considerable knowledge of customer relations and cash handling practices; considerable knowledge of Texas property tax code and other applicable federal, state and local laws, regulations, rules and ordinances; good knowledge of account reconciliation and data entry coding systems.

Ability to plan and organize; ability to read, understand and interpret regulations and procedures; ability to accurately and quickly calculate figures and amounts such as penalties, interest, proportions and percentages understand transactions and relationships among various tax documents; ability to prepare cash reports; keep accurate records; identify, research, and resolve problems; maintain confidentiality of information; communicate effectively verbally and in writing; and work independently; establish and maintain effective working relationships with district employees, officials and the public.

Physical Requirements: Occasional lifting and carrying of light weight objects (up to 20 pounds). Mobility within an office; frequent sitting for long period of time and repetitive keyboarding motion.

Working Conditions: Job is performed in general office area with frequent distractions such as noise and interruptions.

Special Requirements: Must be bondable.

This job specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document.