

## HALL COUNTY TREASURER'S OFFICE

### TREASURER'S OFFICE REAL ESTATE/MOTOR VEHICLE REPRESENTATIVE

Incumbents assigned to this classification may do all or some of these tasks.

#### NATURE OF WORK

Under supervision from County Treasurer and/or Deputy Treasurer, is responsible for performing a wide variety of complex clerical functions, involving moderately complex general office duties which require the application of independent judgment and interpretation of policies and regulations, while serving the public in collecting taxes for the political subdivisions of Hall County and various fees for the State of Nebraska.

#### EXAMPLES OF WORK

##### ESSENTIAL FUNCTIONS

##### REAL ESTATE/MOTOR VEHICLE REPRESENTATIVE

- Collects real estate tax and personal property tax
- Computes charges, interest and fees
- Creates partial payment escrow agreement with customers
- Check all cash coming in for payments over the counter in the real estate department for counterfeit
- Adhere to and follow state statutes
- Prepare advertising list for the local newspaper and update county website with all paid taxes
- Prepare investor paper work for March public tax sale, including investor sheet, W-2 IRS form
- Help set up and record the investors at the public tax sale
- Process Tax Certificate for each investor and record in tax sale book and then send courtesy letters to the taxpayer
- Process subsequent taxes for investors and record in tax sale book
- Extinguish tax certificates according to state statutes
- Monthly filing of tax certificates and verifying they are marked in archives.
- Type form letters, county tax sale certificates and work sheets
- Research, compile and dispense letters to customers who are in jeopardy of tax foreclosure
- Maintain mortgage rosters
- Issues drivers' license, school permits, learners permits, identification cards and commercial Driver's licenses, etc for the State of Nebraska
- Prepare statements ie. Fold, sort, combine and stuff envelopes for mailing statements
- Processes incoming and outgoing mail for Real Estate and Motor Vehicle this includes all tax payments, vehicle renewals, title and registrations
- File and keep track of returned mail for Real Estate and Motor Vehicle
- Documents information and maintains files,
- Receives and accounts for funds received
- Prepare and Scan previous day's title paperwork and upload it into the VicToRy program.
- After uploading the titles they must verify each paper was scanned correctly.
- If the motor vehicle department is too busy Real estate will take on renewal customers upstairs
- Answers telephone; directs caller, takes messages or provides appropriate information.
- Provide customer service to residents titling and registering their vehicles and maintain a Professional, calm manner and taking care of them quickly & efficiently
- Communicate with the general public all day everyday via phone, in person, fax and email

\*\*\*Any other task at hand given by Treasurer or Deputy Treasurer\*\*\*

#### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of cash management methods including reconciliation and documentation of funds,  
Knowledge of modern office methods and record keeping,  
Ability to operate a variety of office machines involving the use of typing skills,  
Ability to learn and interpret rules and regulations,  
Skill in the operation of a variety of computer consoles and peripheral equipment,  
Ability to read and write English and numerals with accuracy and legibility,  
Ability to follow written and oral instructions and to maintain cooperative working relationships,  
Ability to interact tactfully and courteously with the general public

#### WORKING CONDITIONS

Normal office hazards are encountered, i.e., prolonged sitting and standing, data entry, stooping, along with the stress derived from dealing with the public and changes in office routine and Nebraska State Statute. Subjected to communicable disease, colds and flu. Exposed to verbal abuse from disgruntled customers in a wide variety of situations.

#### DESIRABLE TRAINING AND EXPERIENCE

High School Graduate or equivalent with experience in performing moderately complex clerical work involving considerable public contact.

#### MINIMUM QUALIFICATIONS

High School Graduate or equivalent supplemented by some experience in performing relevant clerical functions or any equivalent combination of training and experience which provides the desirable knowledge, skills and abilities.