



County of Berks POSITION DESCRIPTION FORM

Position Title:	Office Support II		
Department:	Tax Claim	Reports To: (Title)	Director, Tax Claim
Effective Date:	June 2011	Revision Dates:	October 21, 2020 December 22, 2020
Wage Category:	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	
EEO-1 Category:	Office /Administrative	Union Classification:	AFSCME

POSITION SUMMARY:

Customer service representative who engages in data entry of financial transactions and record keeping. Attention to detail and accuracy are critical to this function.

POSITION RESPONSIBILITIES:

Essential Functions

1. Process mail payments for Treasurer and Tax Claim.
2. Assists with issuance of Dog License, Doe License, Fishing License and Hunting License received in the US Mail and online.
3. Operates office equipment: PC, calculator, fax, copier, printer
4. Issues tax certifications for Treasurer and Tax Claim Bureau to taxpayers as well as various entities such as title companies.
5. Assists with creating and sending tax bills to new owners via STEB process.
6. Sort and distribute monthly Tax Claim disbursements.
7. Additional tasks as required to ensure the mission of the Treasurer and Tax Claim offices are complete.

Non-Essential Functions

Bilingual English/Spanish.

MINIMUM EDUCATION AND EXPERIENCE:

- High School Diploma or possession of a G.E.D. Certificate.
- A minimum of one-year experience in general work processing and office practices including working with varied computer applications and PC experience.
- Any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to perform routine office support work.
- Basic elements of English language usage, spelling and arithmetic.
- Ability to utilize word processing equipment as well as a calculator.
- Ability to utilize Microsoft Office (including Outlook, Word, Excel).
- Ability to understand and carry out oral and written directions.
- Ability to communicate effectively orally and in writing.
- Knowledge of the law as it pertains to County Government.
- Ability to maintain cooperative working relationships with those contacted in the performance of duties, to include all other employees.
- Knowledge of office methods, practices and procedures and ability to make arithmetical calculations.
- Ability to diffuse upset customers.
- Ability to maintain composure in a fast-paced environment.
- Ability to handle stress.
- Physical presence in the office is required.

PHYSICAL DEMANDS:

- Ability to lift and carry files and office documents up to 20 lbs.
- Ability to sit or stand for extended periods of time.

WORKING ENVIRONMENT:

- Small office area with co-workers in close contact.
- Each employee has their own workstation.

This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.