

AGENDA
JESAP Committee Meeting
Monday, June 20, 2016, 10:00 a.m.
Quorum Court Room, Administration Building

- I. 1000 – 0113 Accounting and HR (pages 2 - 5)
 - A. New Job Description - Accounts Payable – Grants Manager (grade 14)

- II. 1000 – 0416 Prosecuting Attorney (pages 6 – 13)
 - A. Re-grade - Office Manager – Administration (was grade 12, new grade 14)
 - B. Re-grade – Office Manager – Legal (was grade 12, new grade 14)

- III. 1000 – 0418 Jail (pages 14 – 15)
 - A. Grade Adjustment – Booking Sergeants (was grade 14, new grade 15)

- IV. 1801 – 0104 Collector (pages 16 – 32)
 - A. New Job Description – Assistant Bookkeeper (grade 8)
 - B. New Job Description – Coordinator Specialties Division (grade 7)
 - C. New Job Description – Administrator Specialties Division (grade 13)
 - D. Re-grade – Office Manager (was grade 12, new grade 14)



BENTON COUNTY

Job Description

JOB TITLE: Accounts Payable/Grants Manager

EXEMPT (Y/N): Yes

DEPARTMENT: Office of the County Judge

DATE PREPARED: June, 2016

SUPERVISOR: Comptroller

SUMMARY:

ACCOUNTS PAYABLE: Manage accounts payable and purchase order policies & procedures ensuring that all are being run effectively & efficiently. Supervises accounts payable specialists and verifies that all payments are within budget and do not violate any county policies or state statutes. Accounting processes over \$34 million in non-payroll expenditures annually for the county.

GRANTS: Provides leadership and direction for programs funded by federal, state, and private funds; assessing the funding and program needs of the County, identifies funding sources, writes proposal, and administers the grant. The incumbent will establish strong working relationships with the various elected officials and department heads of Benton County and assist in obtaining the proper approvals through the Quorum Court. Oversee the financial administration of federal, state, and private grants; ensure that approved program initiatives are met and ensure that compliance and reporting requirements are met. Assist in grant fund budget development process and perform budget analysis duties as assigned by the Chief Financial Officer or his/her designee. The Grants Administrator will be responsible for compilation of records for the annual audit of Federal Grants, as well as assist in the audit of records by the Arkansas State Auditor.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following:

ACCOUNTS PAYABLE:

1. Supervise Accounting Specialists and verify that all duties of the Accounts Payable/Purchasing office are performed in an accurate and timely manner.
2. Process Monthly Arkansas Sales/Use Tax Reports in a timely manner
3. Verify all annual 1099 processing, ensure all W-9's, invoices and purchase orders are attached in ERP system by Accounting Specialists
4. Responsible for fuel reports for monthly bill back reports as well as other monthly reports as requested by the Comptroller.
5. Reviews purchase orders and invoices to verify amounts charged and to ensure the information needed is accurate; explains purchasing policies and procedures to other County Departments and vendors as required.
6. Organizes and maintains annual contract files and other related information.
7. Assists supervisor with development and update of purchasing policy and procedures.
8. Responsible for maintaining and securing funds for travel advances as well as preparing reports for verification of funds weekly.

Essential Duties (continued)

9. Reviews all County payables for accuracy, including authorized signature, vendor name and address, account codes, amounts, supporting documents and correct tax computation; assigns vendor numbers and enters data into computer.
10. Balances each batch with Treasurer's office, transfers accounts payables and payroll benefits to Treasurer's office for payment on a timely basis.
11. Answers questions of other County departments regarding accounts payables.
12. Request & verify all county credit card reconciliations and that payment is made in a timely manner.
13. Other duties as assigned by the Comptroller

GRANT:

1. With assistance from Comptroller, assess/prioritize grant funding needs of the County.
2. Establish and maintain a current database of funding resources, monitoring/handling all deadlines.
3. Develop and administer grant accounting and administrative procedure. This includes obtaining input and evaluation from the appropriate parties including County Judge, County Attorney, Comptroller, and the Quorum Court.
4. Writes grant proposals that have the proper grammar, spelling, and a professional appearance.
5. Develop proposals that conform to the various grant guidelines and requirements.
6. Manage the funds and reporting functions of the existing grants (amounting to more than one million dollars).
7. Act in the capacity of the official Benton County representative on grant applications.
8. Work directly with the Comptroller and Accounting Department in establishing the necessary funds and accounts associated with a grant. In addition, manage the financial recordkeeping in compliance with State, Federal, and the grantee's regulations and policies.
9. Provide guidance to elected officials who may want to develop their own proposals.
10. Monitor all grant applications and conduct periodic site visits to ensure that they are aligned with the priorities of Benton County.
11. Prepare reports and other means of communication to inform the necessary parties as to the progress of the grant and expenditures of grant funds.
12. Conduct the public hearings and community assessments when required under the Federal or State regulations.
13. Provide media releases and other public relations communications to build awareness of grant funds and the benefits to Benton County and its citizens.
14. Perform other related duties as assigned or required.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to satisfactorily perform each of the essential job duties. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES:

This position supervises two Accounting specialists. In addition, the incumbent will be performing supervisory duties in the coordination of grant proposal preparation and ongoing grant management and will provide leadership to various cross-functional teams in the development of priorities and grant administration.

EDUCATION and/or EXPERIENCE:

This position prefers a Bachelor's Degree in Public Administration, Business, or another related field. Knowledge of Federal, State, and private grant applications is essential in successfully performing the duties of grant administrator. In addition, five years of experience in Accounts Payable and/or grants administration required with at least one year in a supervisory role. Professional certification and/or certificates of instruction in grant writing and administration is preferred.

- Considerable knowledge of accepted purchasing and accounting principles, practices and procedures.
- Considerable knowledge of federal, state, and county legal requirements for government purchasing.
- Considerable knowledge of business contracts, markets, market prices and availability of products.
- Considerable knowledge of Arkansas Sales/Use tax regulations applicable to government purchases.
- Ability to conduct research into products and vendors through use of all available sources including Internet research
- Ability to maintain complex record keeping systems.
- Ability to guide and direct the work of others.

OTHER SKILLS and ABILITIES:

The individual must possess the ability to communicate effectively, both orally and written. Must possess good judgment, courtesy and tact. Must possess the ability to define problems, research issues, establish facts and draw complete and accurate conclusions from those areas. Must possess the ability to interpret a variety of County, State, and Federal laws in order to make decisions. Must be able to remain professional when confronted by hostile/unruly individuals.

Must have an extensive knowledge of office practices and procedures, office equipment and personal computers. Knowledge of Microsoft Office products is required. Strong organizational skills and the ability to maintain records are necessary to perform successfully in this position. Must be able to accurately generate both written and verbal reports as requested. Must be able to work with minimal supervision, self-discipline and self-motivation.

PHYSICAL DEMANDS and WORKING ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions. While performing the duties of this job, the employee usually works in a typical office setting and must often lift or move objects up to 25 pounds. The employee will regularly be required to sit, talk, listen, and use hands to type or handle objects. The incumbent will also be required to stand on a limited basis when presenting.

JESAP Job Evaluation Form

Benton County, Arkansas

JOB TITLE: Accounts Payable/Grants

FACTOR	BASIS FOR RATINGS	DEGREE	POINTS							
1	Experience - General: Minimum time to become familiar with requirements of the job	8	91							
2	Experience - Management: Minimum time to be able to perform the supervisory/ management requirements of the job.	3	99							
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	57							
4	Initiative & Integrity: Measure of ability to proceed alone. Make decisions within authority, and ability to comprehend assignment.	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>4-A</td><td>4</td></tr> <tr><td>4-B</td><td>4</td></tr> <tr><td>4-C</td><td>4</td></tr> </table>	4-A	4	4-B	4	4-C	4	6	50
4-A	4									
4-B	4									
4-C	4									
5	Mental Demand: Measure of degree of concentration and sensory alertness	5	70							
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	5	50							
7	Responsibility for the Work of Others - Supervision: Appraises responsibility for work and direction of others	4	77							
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt storage, issue, or use.	5	40							
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	6	70							
10	Accountabilities: Freedom to act, monetary impact, and impact on the end results.	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>4-A</td><td>5</td></tr> <tr><td>4-B</td><td>3</td></tr> <tr><td>4-C</td><td>3</td></tr> </table>	4-A	5	4-B	3	4-C	3	10	130
4-A	5									
4-B	3									
4-C	3									
11	Contacts with the Public: Responsibility for effective handling with the public.	4	57							
12	Contacts with Employees: Responsibility for effective handling of interactions with other employees and staff.	4	38							
13	Machine Operations	4	38							
14	Working Conditions	1	2							
15	Physical Demands	2	8							
		POINT TOTAL	877							
		GRADE	14							



BENTON COUNTY

Job Description

JOB TITLE: Legal Office Manager

Exempt (Y/N): N

DEPARTMENT: Prosecuting Attorney

DATE PREPARED: May 2016

SUPERVISOR: Nathan Smith

SUMMARY: The Office Manager reports directly to the Elected Prosecuting Attorney and is additionally responsible for training and supervising eleven legal secretaries; coordinating and maintaining a working relationship with numerous local, state, and federal agencies; handling a wide range of matters that require current training and specialized knowledge, to maintain the required records for county and state accounting requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Handle all information received by this office in a highly confidential manner. Respond to requests from the media and work with Prosecuting Attorney in determining what information can be released.
2. Obtain case reports from Law Enforcement on major cases, including all capital murder cases, and effectively organize and present to the Prosecutor. Send out discovery to defense attorneys in a timely manner. Prepare for Suppression Hearing, Motion Hearing and Jury Trial when necessary.
3. Issue Jury Trial Subpoenas and other Duces Tecum Subpoenas for various types of records.
4. File legal documents with the Circuit Clerk's Office.
5. Transcription and review of transcriptions from various types of audio recordings related to felony cases.
6. Obtain training and knowledge in handling Extraditions, Detainers of prison inmates, and Federal Writs. Work closely with the Arkansas Governor's Office and out of state prison officials. Correspond with the Department of Justice regarding inmate status and other prison facilities.
7. Working knowledge of the Arkansas State Crime Lab and Medical Examiner's Office, numerous Law Enforcement Agencies, and Court Systems across the United States to obtain necessary documents to complete case files.
8. Obtain and use the knowledge of federal immigration forms and federal departments (Immigration and Customs Enforcement, State Department) to obtain out-of-country witnesses for trial.
9. Communicate periodically with Arkansas State Crime Lab updating staff access to iResults program.
10. Certified to run NCIC/ACIC criminal histories of defendants and witnesses.
11. Use of specialized programs to gather information regarding defendants and witnesses.

12. Maintain files related to the general operation of the Prosecuting Attorney's Office including Freedom of Information requests, investigations, and similar matters.
13. Screen calls, website emails, and visitors to guide them to the appropriate personnel/department.
14. Screen and prioritize mail sent directly to the Prosecuting Attorney.
15. Schedule related appointments and maintain calendars for Prosecuting Attorney and Deputy Prosecuting Attorneys when necessary.
16. Research and answer questions that come into the office from the public or office staff.
17. Review and update the technology as needed to assist legal secretaries in performing office duties.
18. Conduct employee/employer meetings on behalf of the Prosecutor at his request.
19. Participate in the interview process of prospective legal secretary, train, supervise all aspects of their responsibilities and duties; and assign work.
20. Coordinate the hiring of new deputy prosecutors and their initial office orientation.
21. Coordinate foreign language interpreters through the Administrative Office of the Courts as needed and request transcription of recorded audio interviews done in foreign languages.
22. Maintain Jury Panel Book (3 terms yearly) and pull jury panel when a trial is ordered.
23. Oversee special projects as assigned, e.g., investigation updates, document destruction protocol, office remodel projects.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty efficiently with Supervisory skills. The requirements listed below are representative of the knowledge, skill and/or ability required.

EDUCATION and/or EXPERIENCE:

Bachelor or Associates Degree with a minimum of two years' supervisory experience and three years of general legal office experience; legal terminology; with knowledge or experience in the criminal court system. Must possess good public relations and communication skills; along with advanced knowledge of computers, especially Quicken, Microsoft Office, Outlook and Excel; possess good typing, general secretarial skills, and be highly organized.

SUPERVISORY RESPONSIBILITIES:

This position directly supervises 11 legal secretaries.

WORKING RELATIONSHIPS:

Ensure that all daily contacts made with the office are handled with courtesy and that information and assistance is provided in a professional, efficient, and timely manner. Daily contact with the general public as well as law enforcement, attorneys, Judges, and various agencies related to this office.

OTHER SKILLS AND ABILITIES:

Must be able to perform tasks in highly stressful, fast pace, high-volume situations, requiring high degree of concentration with constant interruption and ability to refocus and perform tasks at a high level of efficiency and extreme accuracy. Office Legal Manager must have the ability to make independent decisions in the best interest of the Prosecutor's Office and maintain a high level of confidentiality at all times.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, use hands to handle or feel objects/controls and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this position include close and distance vision and the ability to adjust focus with large amounts of computer work. The employee must occasionally lift and/or move up to 25 pounds.

The noise level in the typical work environment is moderate.

JESAP Job Evaluation Form
Benton County, Arkansas

JOB
TITLE: Office Manager - Legal

	BASIS FOR RATINGS	CURRENT RATING	PROPOSED RATING	POINTS
1	Experience - General: Minimum time to become familiar with requirements of the job	6	6	62
2	Experience - Management: Minimum time to be able to perform the supervisory/ management requirements of the job.	5	5	165
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	5	5	57
4	Initiative & Integrity: Measure of ability to proceed alone. Make decisions within authority, and ability to comprehend assignment.	6	6	50
5	Mental Demand: Measure of degree of concentration and sensory alertness	5	5	70
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	6	70
7	Responsibility for the Work of Others - Supervision: Appraises responsibility for work and direction of others	4	4	77
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt storage, issue, or use.	4	4	32
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5	5	57
10	Accountabilities: Freedom to act, monetary impact, and impact on the end results.	10	10	130
11	Contacts with the Public: Responsibility for effective handling with the public.	3	3	41
12	Contacts with Employees: Responsibility for effective handling of interactions with other employees and staff.	3	3	28
13	Machine Operations	2	3	23
14	Working Conditions	1	1	2
15	Physical Demands	2	2	8
POINT TOTAL		800		872
GRADE		12		14



BENTON COUNTY
Job Description

JOB TITLE: Office Manager – Administration

Exempt (Y/N): N

DEPARTMENT: Prosecuting Attorney

DATE PREPARED: May 2016

SUPERVISOR: Nathan Smith

SUMMARY: The Office Manager reports directly to the Elected Prosecuting Attorney and is additionally responsible for training and supervising twenty six office support staff; managing financial and employee records for office staff of forty seven; coordinating and maintaining a working relationships with numerous local, state, and federal agencies; handling a wide range of matters that require current training and specialized knowledge, to maintain the required records for county and state accounting requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Handle all information received by this office in a highly confidential manner. Respond to requests from the media and work with Prosecuting Attorney in determining what information can be released.
2. Manage daily operations of the office along with questions and problems office staff have.
3. Work with staff to develop and improve office functions.
4. Backup Receptionist and step in when needed in all areas of the daily operations of the office.
5. Notarize documents for court, law enforcement agencies, and prosecutor's office.
6. Certified to run NCIC/ACIC criminal histories of defendants and witnesses.
7. Collect and receipt funds for the Prosecutor's Office.
8. Maintain files related to the general operation of the Prosecuting Attorney's Office including Contracts, Bank Records, Inventory and Personnel. Provide State Auditor with records needed.
9. Maintain records for seven bank accounts.
10. Review and update the technology, supplies and equipment as needed for the Office.
11. Schedule payments and write checks for the office bills.
12. Screen calls, and visitors to guide them to the appropriate personnel/department.
13. Screen and prioritize billing and business mail sent to the Prosecuting Attorney's Office.
14. Schedule and coordinate hotel and/or flight reservations for out of town witnesses/expert witnesses in keeping with their planned attendance at trial.
15. Schedule and coordinate hotel and/or flight reservations for educational or investigation travel for Office Personnel or Law Enforcement.
16. Schedule related appointments and maintain calendars for Prosecuting Attorney and Deputy Prosecuting Attorneys when necessary.

17. Assist Deputy Prosecuting Attorneys with personnel questions, Annual and Sick time or any special requests for information from the county or state Human Resources departments.
18. Conduct employee/employer meetings on behalf of the Prosecutor at his request.
19. Participate in the interview process of prospective support staff, train or set up training for new staff members learn skills for their positions and assign duties.
20. Coordinate the hiring of all new personnel, and orientation.
21. Research and find answers to questions that come into the office from the public or office staff.
22. Research and find solutions to problems in the office; with equipment, other agencies or office duties.
23. Oversee special projects as assigned, e.g., research questions, document destruction protocol, office remodel projects.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, and individual must be able to perform each essential duty efficiently with Supervisory skills. The requirements listed below are representative of the knowledge, skill and/or ability required.

EDUCATION and/or EXPERIENCE:

Bachelor or Associates Degree with a minimum of three years' supervisory experience; legal terminology; with knowledge or experience in the criminal court system. Must possess good public relations and communication skills; along with advanced knowledge of computers, especially Quicken, Microsoft Office, Outlook and Excel; possess good typing, general secretarial skills, and be highly organized. Must have 5 years of experience in a legal office setting one of which would be in a supervisory role.

SUPERVISORY RESPONSIBILITIES:

This position directly supervises 26 office support staff with a diverse range of office duties.

WORKING RELATIONSHIPS:

Ensure that all daily contacts made with the PA Office are handled with courtesy and that information and assistance is provided in a professional, efficient, and timely manner. Daily contact with the general public as well as law enforcement, attorneys, Judges, and various agencies related this office.

OTHER SKILLS AND ABILITIES:

Must be able to perform tasks in highly stressful, fast pace, high-volume situations, requiring high degree of concentration with constant interruption and ability to refocus and perform tasks at a high level of efficiency and extreme accuracy. Office Manager must have the ability to make independent decisions in the best interest of the Prosecutor's Office and maintain a high level of confidentiality at all times.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, use hands to handle or feel objects/controls and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this position include close and distance vision and the ability to adjust focus with large amounts of computer work. The employee must occasionally lift and/or move up to 25 pounds.

The noise level in the typical work environment is moderate.

**JESAP Job Evaluation Form
Benton County, Arkansas**

Office Manager - Administration

	BASIS FOR RATINGS	CURRENT RATING	PROPOSED RATING	POINTS
1	Experience - General: Minimum time to become familiar with requirements of the job	7	7	72
2	Experience - Management: Minimum time to be able to perform the supervisory/ management requirements of the job.	3	4	132
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	3	5	57
4	Initiative & Integrity: Measure of ability to proceed alone. Make decisions within authority, and ability to comprehend assignment.	6	6	50
5	Mental Demand: Measure of degree of concentration and sensory alertness	5	5	70
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	6	70
7	Responsibility for the Work of Others - Supervision: Appraises responsibility for work and direction of others	6	6	133
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt storage, issue, or use.	4	4	32
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5	5	57
10	Accountabilities: Freedom to act, monetary impact, and impact on the end results.	8	8	90
11	Contacts with the Public: Responsibility for effective handling with the public.	4	4	57
12	Contacts with Employees: Responsibility for effective handling of interactions with other employees and staff.	5	5	49
13	Machine Operations	2	2	14
14	Working Conditions	1	1	2
15	Physical Demands	2	2	8
POINT TOTAL		790		893
GRADE		12		14

Grade Adjustment: Position was not moved to a grade 15 when all the Sergeants were moved to a grade 15 causing them to be one grade below.



Benton County

Job Description
Job Title: Booking Sergeant

Exempt (Y/N) : N

Department: Sheriff's Office

Date Prepared: Jan, 2014

Supervisor: Jail Shift Lieutenant

Summary:

The Booking Sergeant is responsible for the overall management of the Booking operations and all staff directly assigned to this area during a given shift. This requires close and courteous interaction with inmates under normal and potentially volatile circumstances. The Booking Sergeant is required to handle multiple tasks simultaneously while being mindful of security operations.

Essential Duties & Responsibilities

Examples of essential duties and responsibilities include, but are not limited to:

1. Supervising all personnel and inmates within the booking area to ensure the safe and effective operations, including selecting, training, scheduling, and managing performance;
2. Maintaining current property procedures while identifying, documenting and correcting any property issues. This will also include commissary deposit procedures;
3. Overseeing the effective operations of the AFIS system, including researching and documenting all discrepancies and holding staff accountable to expected practices and protocols;
4. Work closely with the transport division in organizing all inmate trips by preparing the necessary detainers and any other necessary paperwork;
5. Will oversee classification operations during a given shift;
6. Periodically auditing booking files, Booking deputy procedures and all other booking tasks for discrepancies;
7. Maintain the Booking deputy schedules, vacations and any leave requests;
8. Complying with all policies and procedures of the Benton County Jail;
9. Personally checks files of arriving and inmates to be released to ensure legal authority to detain or release exists, will act as final authority for release of inmate;
10. Reviews inmate list daily and ensures all inmates are afforded their right to their first appearance hearing in front of a judge/magistrate within 48 hours of arriving at the jail.
11. Performing other duties as assigned.

Supervisory Responsibilities: A Booking Sergeant will directly supervise and mentor all deputies assigned to them in the booking area, which includes Jail Deputies I, II, and III's. He/she will be responsible for evaluating performance of booking personnel.

Education and/or experience High
School Diploma or GED

Qualification Requirements

The Booking Sergeant will have at least 2 years of experience in the Benton County Jail, at least 2 years of experience in proficiently performing the duties of Booking Deputy, and six months of supervisory experience.

Must be able to effectively communicate both written and orally in the English language.

Physical Demands/Work environment

The Booking Sergeant can expect to frequently stoop, kneel, crouch, stand, climb stair, walk, and sit. Other Physical demands include periodic high levels of exertion in the form of self-defense or use of force and lifting or moving over 100 lbs. The Booking Sergeant must possess sufficient physical capability and training to overcome and restrain a combative inmate.



BENTON COUNTY Job Description

JOB TITLE: Collector's Assistant Bookkeeper

EXEMPT Y/N: N

Department: Tax Collector

Date Prepared: April 25, 2016

Supervisor: Financial Administrator

SUMMARY:

The Assistant Bookkeeper assists the Financial Administrator in maintaining the county's accountability as it relates to tax revenue collected, in excess of \$200 Million dollars annually. This position is responsible for verifying daily cash transactions to system posting reports in the form of daily check-ups. The Assistant Bookkeeper is responsible for sorting transactional data into Current, Delinquent Real Estate, Delinquent Personal, Credit Card and Bankruptcy accounts, and recording applicable information into the appropriate check register. The accounting method of the Assistant Bookkeeper conforms to the Generally Accepted Accounting Principles (GAAP), set forth by the Federal Accounting Standards Board (FASB), and must be conducted within the statutes of Arkansas state law. This position requires a high level of accuracy and is audited annually by Legislative Audit.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Prepares daily deposits for the Main office.
2. Oversees the daily balancing process for up to 20 Deputy Collectors in regards to cash, checks, and credit card receipts.
3. Records and classifies the daily cash transactions of all (up to 20) Deputy Collectors in 5 regional offices.
4. Records and classifies the daily credit card transactions made online or by phone.
5. Ensures all daily revenue is receipted and balanced to the system's posting report.
6. Processes and records all refunds. Must research all refund requests by the deputy collectors before issuing refund checks. Must verify taxpayers and entities' information for accuracy. Must ensure that the corresponding credits for all refunds are posted against the gross receipts on the correct taxing entity within the appropriate month.
7. Processes, records, and maintains all nonsufficient checks that are returned from the bank and from online payment on taxpayer accounts. Must keep a time record of receipt of the NSF and upon expiration of office policy deadline, sends all NSFs to the Prosecuting Attorney's office for collection.
8. Willing to learn to create reports in WinCollect, Beagle, QuickBooks, and as required.
9. Performs other job duties in the Collector's office.
10. Must comply with federal and state tax and accounting law, and work closely with Legislative Audit.

11. Recordkeeping must be uniform and meticulous to ensure total accountability of the Collector's office. The public or Legislative Audit must be able to easily interpret the financial data presented.
12. The Assistant Bookkeeper must be familiar with cash-basis and must know how to use a self-balancing double entry accounting system.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform accurately.

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Two years of college preferred but will accept a minimum of 3 years' experience in a bookkeeping/accounting field with a working knowledge of double-entry accounting. Must have some knowledge of laws governing public funds or be willing to attend on-going training. Experience with Microsoft Word, Excel, Outlook, and QuickBooks. Must be proficient on a printing calculator.

Interpersonal skills and professionalism are vitally important as this position regularly works with the Collector, other members of the management team, Financial Administrator, Deputy Collectors, and the public.

OTHER SKILLS and ABILITIES:

The Assistant Bookkeeper must be highly detail oriented, while at the same time, personable enough to interpret data to someone with no financial background.

The deadlines of this position are demanding, however, accuracy must be maintained at a high level. Must be able to handle a multitude of tasks simultaneously and have the ability to self-start on a daily basis. Must communicate with the Financial Administrator regularly to keep him/her informed and updated on the accountability of the office and be willing to offer suggestions or implementations to make improvements.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and walks; use hands to finger, handle, or feel objects and to talk or hear. The employee must occasionally reach with hands and arms and is required to sit.

Must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Works in all types of weather.

JESAP Job Evaluation Form

Benton County, Arkansas

JOB TITLE: Assistant Bookkeeper

FACTOR	BASIS FOR RATINGS	DEGREE	POINTS	
1	Experience - General: Minimum time to become familiar with requirements of the job	6	62	
2	Experience - Management: Minimum time to be able to perform the supervisory/ management requirements of the job.	0	0	
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	4	45	
4	Initiative & Integrity: Measure of ability to proceed alone. Make decisions within authority, and ability to comprehend assignment.	4-A 4	4	36
		4-B 3		
		4-C 3		
5	Mental Demand: Measure of degree of concentration and sensory alertness	5	70	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	4	34	
7	Responsibility for the Work of Others - Supervision: Appraises responsibility for work and direction of others	1	10	
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt storage, issue, or use.	9	64	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	6	70	
10	Accountabilities: Freedom to act, monetary impact, and impact on the end results.	4-A 4	7	70
		4-B 2		
		4-C 2		
11	Contacts with the Public: Responsibility for effective handling with the public.	2	25	
12	Contacts with Employees: Responsibility for effective handling of interactions with other employees and staff.	2	17	
13	Machine Operations	4	38	
14	Working Conditions	2	6	
15	Physical Demands	2	8	
		POINT TOTAL	555	
		GRADE	8	



BENTON COUNTY JOB DESCRIPTION

JOB TITLE: COORDINATOR SPECIALTIES DIVISION

Exempt (Y/N): N

Department: Tax Collector

Date Prepared: May 2016

Supervisor: Administrator Specialties Division

Summary:

The Coordinator Specialties Division reports to Administrator Specialties Division. They are responsible for the collection of delinquent taxes on Business Personal, Public Service Commission (PSC), Maintain files of all qualified disabled veterans that are exempt from paying personal and real property tax. Coordinator Specialties Division is responsible for giving accurate amount for delinquent accounts, giving base tax penalties, and interest and publication fee. The Coordinator must answer questions and resolve any and all conflicts regarding delinquent taxes over the phone or in the office. Must perform research regarding previous payments, previous judgments, corporation status, real estate ownership, and ownership of business personal property assets. All procedures are performed efficiently and in a professional timely manner as they relate to the collection and daily handling of delinquent taxes in excess of \$15,000,000.00

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assignment File/E-Statements

1. Maintain Assignment File in WinCollect database.
2. Manage E-Statement authorization forms in database and make changes in status as required.
3. Process Information Network of Arkansas (INA) payments daily

Delinquent Business

4. Responsible for the process of collecting delinquent business taxes process incoming payments and provide tax clearance for all businesses. Research both collector and assessor files and other sources for information on insolvent and sold businesses. Make contact with delinquent business taxpayers either by phone, letter or in person notifying them of the amount and years delinquent and the legal process of filing a Certificate of Indebtedness/Writ of Execution and releases on delinquent businesses as required.
5. Oversee all Public Service Commission accounts and work with the State Commissions Office.

Probate

6. Research probate claims for cases with delinquent or current personal property taxes balance, file claim as required, file release upon payment. Search multiple databases for death certificates or obituary to support claim.

Veterans Administration

7. Work closely with 700+ active veterans to ensure they receive all applicable exemptions while maintaining VA database and ensuring all proper forms are contained within the files and verifying annually all parcels (1350+) for each disabled veteran to make sure they still qualify per State Statute 26-3-306.
8. Keep informed of changes made by Department of Veterans Affairs in order to assist our disabled veterans more efficiently and attend continuing education classes.
9. Upon request, provide tax proration forms to title companies to be used at closing of disabled veteran's property to ensure taxes are split properly for the seller and buyer of the properties.

ADDITIONAL DUTIES and EXTRA RESPONSIBILITIES may be assigned to these employees with adequate experience and knowledge. These are employees who show initiative, time management, and ability to work with minimum supervision and express a desire to continue to grow in knowledge and responsibility.

10. Conduct all liaison activities in a professional manner to ensure maximum cooperation between and among the County, the public, and other agencies. Always give quality customer service to the public and treat everyone in a courteous and friendly manner. Provide assistance to taxpayer in regards to their questions and problems concerning delinquent taxes. Provide tax clearance for individuals and business as well as other counties.
11. Willingness to be cross-trained in order for the functions of the Specialty Division when someone is on vacation, ill, or leave of absence.
12. Assist in printing/mailing of statements, delinquent notices and pre-certification letters.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Deputy should possess good typing and good dexterity, as speed is essential when accepting payments; excellent interpersonal skills when dealing with delinquent business taxpayers, county and private attorneys and other employees; have knowledge of modern office practices and procedures. Accuracy must be maintained at a high level and customer relations must be of high priority. Have strong written and verbal communication skills; ability to prepare monthly collections reports; desirable to have general understanding of tax laws and terminology. The incumbent should also possess computer skills, accurate data entry and have working knowledge of general office machines such as calculator, copies, fax, printer, postage meter, printer etc.

EDUCATION and/or EXPERIENCE:

Minimum of high school diploma, general education degree (GED), and one-year previous experience working in collections and general office experience.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and walks; use hands to finger, handle, or feel objects and to talk or hear. The employee must occasionally reach with hands and arms and is required to sit. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

The noise level in the work environment is usually moderate.

JESAP Job Evaluation Form

Benton County, Arkansas

JOB TITLE: Coordinator Specialties Division

FACTOR	BASIS FOR RATINGS	DEGREE	POINTS	
1	Experience - General: Minimum time to become familiar with requirements of the job	3	33	
2	Experience - Management: Minimum time to be able to perform the supervisory/ management requirements of the job.	0	0	
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	3	32	
4	Initiative & Integrity: Measure of ability to proceed alone. Make decisions within authority, and ability to comprehend assignment.	4-A 4	5	36
		4-B 3		
		4-C 3		
5	Mental Demand: Measure of degree of concentration and sensory alertness	5	70	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	50	
7	Responsibility for the Work of Others - Supervision: Appraises responsibility for work and direction of others	0	0	
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt storage, issue, or use.	5	40	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5	57	
10	Accountabilities: Freedom to act, monetary impact, and impact on the end results.	4-A 4	8	90
		4-B 3		
		4-C 2		
11	Contacts with the Public: Responsibility for effective handling with the public.	5	80	
12	Contacts with Employees: Responsibility for effective handling of interactions with other employees and staff.	2	17	
13	Machine Operations	3	23	
14	Working Conditions	2	6	
15	Physical Demands	2	8	
		POINT TOTAL	542	
		GRADE	7	



BENTON COUNTY JOB DESCRIPTION

JOB TITLE: ADMINISTRATOR SPECIALTIES DIVISION

Exempt (Y/N): N

Department: Tax Collector

Date Prepared: May 2016

Supervisor: County Collector

SUMMARY:

The Administrator Specialties Division reports to the Benton County Tax Collector in the areas of Bankruptcy, Certification, Delinquent Collections, Communication, Reporting, Administrator Specialties Division utilizes advanced software functionality to provide assistance to program users in the Collector's Office. Furthermore, this employee runs advanced queries in the Collector's proprietary software console. Uses advanced functions in the Microsoft Office Suite to develop complex spreadsheets, and Word Documents. This person is also responsible for contacting the IT Department when problems occur with the server, telephone or email issues. Maintains files on all delinquent real estate parcels for certification to the State Land Commission. Is responsible for giving accurate amount for delinquent accounts, giving base tax penalties, and interest and publication fee. The Administrator Specialties Division must answer questions and resolve any and all conflicts regarding delinquent taxes over the phone or in the office. All procedures are performed efficiently and in a professional timely manner as they relate to the collection and daily handling of delinquent taxes in excess of \$15,000,000.00

Essential Duties and Responsibilities

1. Administrator handles a multitude of tasks simultaneously and carries out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.
2. Develops, establishes and implements system procedures within the department and performs supervisory and managerial functions for the operation of the Specialties Division, including but not limited to, Business Personal Property accounts, Bankruptcy accounts, State Land Commissioner, Veterans Administration, Public Service Commissioner (PSC) and IT support.
3. Helps to determine guidelines and policies appropriate to carry out operational and defined decisions to execute department functions and to comply with state statutes.
4. Performs duties as required for the following:

Bankruptcy

5. Research and setup new bankruptcy files while maintaining electronic and paper files on over 400 active cases including but not limited to incoming notices, objections to claims, notice of assets, submission of proof of claims to bankruptcy courts, posting of deposits and payments in journal, and discharge/dismissals pertaining to each case.
6. Communicate with taxpayer after case is discharged/dismissed, notifying them of any remaining taxes due.
7. Monitor bankruptcy cases for activity such as payments, valuation adjustments or court orders.

Certification

8. Communicate with the office of Commissioner of State Lands with regards to processes, electronic filing and questions concerning specific parcel numbers and staff attorney regarding parcels in litigation; annually update COSL of value for upcoming tax year to be collected
9. In cooperation with Real Estate Assessor's office, ensure property legal description, ownership information, and delinquent tax amounts are correct prior to publication in local newspaper and submission to COSL for certification
10. Update database and certification record book when parcels are redeemed paying close attention to any change in ownership and billing address, facilitate with Financial Administrator any refunds due to taxpayer resulting from cancellation of deed. Notify taxpayers of remaining tax amounts due after redemption is complete (i.e. special assessments or improvement districts)

Mortgage Escrow Accounts

11. Responsible for all processes and procedures relating to the receipt of escrow company payments in excess of \$50,000,000.00. Including direct communication with mortgage companies and their affiliates to ensure proper payment of taxes due.

Reporting and Taxing Information

12. Provide data reporting for Collector, staff, title companies, property management companies, tax service companies, realtors, lending institutions, individual taxpayers, taxpayers with large parcel counts and newspaper publication.
13. Responsible for all procedures involving printing of 135,000 yearly tax statements, 35,000 delinquent notices and tax books according to Arkansas Code.
14. Annually, work closely with BVPOA, Wal-Mart and individual taxpayers with large property lists ensuring that all property is included and paid prior to October 15th.

Software, Computers & Peripherals

15. Provide training for computer users with ongoing software and hardware support.
16. Works with Collector, users, vendors and County IT Department to maintain and troubleshoot office computers, peripherals, folding machine and update programs as required.

Supervisory Responsibilities:

17. This position will direct two Specialties Division Coordinators (Veteran Administration, Probate and Delinquent Business) and be involved in responsibility for these positions in the Collector's office.
18. Administrator handles a multitude of tasks simultaneously and carries out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.
19. Accuracy must be maintained at a high level. Administrator has contact with numerous Business, Bankruptcy and Specialties Collections has contact with the various Business Personal Property accounts, Bankruptcy accounts, State Land Commissioner, Veterans Administration and Public Service Commissioner (PSC).

20. Develops, establishes and implements system procedures within the department and performs supervisory and managerial functions for the operation of the Business, Bankruptcy and Specialties Division. Determines guidelines and policies appropriate to carry out operational and defined decisions to execute department functions and to comply with state statutes.
21. Cross-train other employees in order for the functions of the office to be uninterrupted when someone is on vacation, ill or leave of absence.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be an advanced user with Microsoft Office Suite and familiar with other basic computer functions. This position requires a significant amount of problem solving skills and customer support services. It will be necessary to assist technical users through training, explanations, and troubleshooting. The Deputy should possess good typing and good dexterity, as speed is essential when accepting payments; excellent interpersonal skills when dealing with delinquent business taxpayers, county and private attorneys and other employees; have knowledge of modern office practices and procedures. Accuracy must be maintained at a high level and customer relations must be of high priority. Have strong written and verbal communication skills; ability to prepare monthly collections reports; desirable to have general understanding of tax laws and terminology. The incumbent should also possess computer skills, accurate data entry and have working knowledge of general office machines such as calculator, copies, fax, printer, postage meter, printer etc.

EDUCATION and/or EXPERIENCE:

Minimum of high school diploma, general education degree (GED), and five years' previous experience in all disciplines. Microsoft Office certification preferred but proficiency in these software programs will be considered in lieu of the certification

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and walks; use hands to finger, handle, or feel objects and to talk or hear. The employee must occasionally reach with hands and arms and is required to sit. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

The noise level in the work environment is usually moderate.

JESAP Job Evaluation Form

Benton County, Arkansas

JOB TITLE: Administrator Specialties Division

FACTOR	BASIS FOR RATINGS	DEGREE	POINTS	
1	Experience - General: Minimum time to become familiar with requirements of the job	6	62	
2	Experience - Management: Minimum time to be able to perform the supervisory/ management requirements of the job.	3	99	
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	3	32	
4	Initiative & Integrity: Measure of ability to proceed alone. Make decisions within authority, and ability to comprehend assignment.	4-A 5	6	50
		4-B 5		
		4-C 3		
5	Mental Demand: Measure of degree of concentration and sensory alertness	5	70	
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	70	
7	Responsibility for the Work of Others - Supervision: Appraises responsibility for work and direction of others	3	55	
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt storage, issue, or use.	6	48	
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	5	57	
10	Accountabilities: Freedom to act, monetary impact, and impact on the end results.	4-A 5	10	130
		4-B 3		
		4-C 4		
11	Contacts with the Public: Responsibility for effective handling with the public.	5	80	
12	Contacts with Employees: Responsibility for effective handling of interactions with other employees and staff.	2	17	
13	Machine Operations	4	38	
14	Working Conditions	2	6	
15	Physical Demands	2	8	
		POINT TOTAL	822	
		GRADE	13	



**BENTON COUNTY
Job Description**

JOB TITLE: Office Manager

Exempt (Y/N): Yes

DEPARTMENT: Collector's Office

DATE PREPARED: May, 2016

SUPERVISOR: Collector

SUMMARY:

This position is under the general direction of the Administrative Assistant and reports directly to the Collector. The Office Manager is responsible for supervising and directing the activities of 13 Deputy Collectors, two Supervisors and two Deputy III Collectors in five offices. Office supervision includes determining work assignments; participating in the hiring process; conducting annual evaluations; coaching for improvement; supervising training of new and current employees; and disciplinary actions as needed. The position also oversees all cash handling and payment collection in the five offices and is responsible for counting cash drawers and ensuring accuracy of money and contents of the safe each night.

The Office Manager oversees, updates and maintains records for eleven (11) Improvement Districts containing 2,579 real estate parcels, seven (7) Volunteer Fire Districts comprising 17,107 real estate parcels and the Emergency Medical Services District which has 8,960 real estate parcels. The Office Manager is their direct contact in the Collector's Office.

In addition to the direct supervision of the Deputy Collectors and branch Supervisors, this position is responsible for providing service to the public conducting business as required by the Collector's office. Responsibilities include researching and resolving taxpayer issues; answering correspondence from taxpayers via e-mail or letter; requesting and processing court orders for refunds for over payments, parcels paid in error, or adjustments due to assessor corrections.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Other duties may be assigned.

1. Schedules 13 Deputy Collector I, two Deputy Collector III, and two Supervisors and all part-time employees in five offices, and is the designated contact for all questions, concerns or absenteeism.
2. Directs the duties of 13 Deputy Collectors, two Supervisors and two Deputy III Collectors, as well, as any part-time collectors. Responsible for the day to day operation of the Collector Office and four satellite offices.
3. Manages and coordinates work requirements of supervisors and other staff including work performance, motivating staff efficiency and effectively, identifying problems areas and developing solutions to those problems. This includes assessing training needs to improve performance, addressing misconduct and making recommendation for formal discipline.
4. Perform personnel administrative duties including participation in hiring and promotion process of employees who are under supervision of the Office Manager.

5. Supervises the training of new deputy collector employees and the on-going training of other deputy collectors, resolving usual employee issues and oversee employee time and attendance records.
6. Oversees training of new employees in **phone etiquette, cash handling** and cash receipts. Also, includes responsibility for cross-training employees on all duties of the Collector's Office.
7. Originates and administers **annual evaluations for 17 employees, identifying concerns with performance and developing solutions to assist them in achieving optimal job performance.**
8. **Requests and processes Personal Property Assessor Corrections which updates taxpayer accounts. Also provides revised/corrected tax statements when necessary due to the Assessor Correction.**
9. **Responsible for ensuring cash control by maintaining the accuracy of the cash amount within the vault and four cash drawers. This duty works in coordination with two other positions within the office to comply with audit required segregation of duties.**
10. **Responsible for all closing procedures for the main branch office, as well as, coordination with four branch offices to ensure all deputy collectors have closed and balanced their station at the end of day with no issues.**
11. Assists in the development, implementation and revision of policies and operation procedures within the office for more efficient, accurate and taxpayer friendly methods of tax collection. Document and disperse application procedure changes, special handling, and work in process, priorities and the proper flow of work between departments.
12. Interface between the Collector's Office administration and the department Supervisors to facilitate **pertinent** communication to and from the staff.
13. **Oversees staff regarding taxpayer Personal Property Assessments for tag clearance and ensures taxpayer address changes are updated in a timely manner.**
14. **Processes void requests due to errors from all Deputy Collectors with proper documentation for accounting and audit purposes.**
15. Supervises the daily balancing process for up to 17 deputy collectors and supervisors regarding cash, checks and credit card receipts.
16. Verifies cash when overages/shortages occur; assists deputy collectors with balancing problems using knowledge of common errors.
17. Requests and processes court orders when necessary to issue refunds for overpayments, parcels paid in error or adjustments due to assessor corrections or employee errors.
18. Responsible for the maintenance of all records and files for eleven (11) Improvement Districts, seven (7) Fire Districts and the Emergency Medical Services District.
19. **Files Improvement District Tax Lien Releases as necessary with the County and Circuit Clerk when Improvement District tax is paid in full. Also, distributes Collector's commission fee from the title company to the Treasurer and sends copy of filed documents to Title Company and maintains copy for Collector's records. This is used to update Improvement District records concerning pay-off information and perform valuation adjustments to the tax records to ensure correct tax amount is collected going forward.**
20. **Responsible for the compilation, preparation and filing of Annual Certification of delinquencies for 11 Improvement Districts and seven Voluntary Fire Districts. Documents are filed with the County and Circuit Clerk's Offices and copies are maintained in the Collector's Office.**
21. **Responsible for the maintenance of all Annual Transparency Reports submitted by eleven (11) Improvement Districts and seven (7) Fire districts, which includes collection and financial information by district.**

22. Responsible for maintaining and updating City Lien records for eight cities in Benton County. Liens are added to the taxpayer taxes via a valuation adjustment for mowing and clearing of unsightly properties in the county. After payment the lien is satisfied, a release is filed by City who filed the lien. Electronic and paper copies are kept and maintained in the Collector Office.
23. Requires daily contact within the office with taxpayers, escrow companies, title companies, attorneys, banking and lending institutions personnel, County Treasurer office, County Assessor, County Clerk and Circuit Clerk.
24. Oversees and assists in resolving all tax payments issues, such as legal line error on check or unsigned checks. Works with staff to contact taxpayer by phone, email or letter, if necessary, to resolve issue and process payment in timely manner.
25. Handles all unresolved taxpayer and collection issues prior to escalation to the Tax Collector.
26. Answers correspondence from taxpayers via e-mail or letter and provides information requested.
27. Supervises the opening, distribution and processing of all incoming mail for payment and or matters pertaining to the Collector's office.
28. Performs the duties of the Administrative Assistant in her absence and other duties as required, requested, or assigned by the Collector.

SUPERVISORY REQUIREMENTS:

This position will direct Deputy Collector's Supervisors and Deputy Collectors and be involved in responsibility for these positions in the Collector's office (17 employees).

QUALIFICATION REQUIREMENTS:

To perform the job successfully, and individual must be able to perform each essential duty efficiently and effectively. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High School Diploma and Administrative experience are required. College Degree or 5 years' administrative experience preferred.

OTHER SKILLS and ABILITIES:

Must possess strong supervisory, problem-solving, decision-making, oral and written communication skills, and the ability to make sound judgments. Knowledge of administration, assessment, taxation, and county policies and procedures. Knowledge of the principals, concepts and practices of management and budget development. Knowledge of the underlying premises of appraisal and evaluation of real estate and personal property. **Excellent interpersonal and verbal skills are vital for interaction with taxpayers, outside vendors and other County Offices.** Proficiency in office software programs is essential.

WORKING RELATIONSHIPS:

Requires daily contact within the Collector's office, other county offices, property owners, other governmental agencies at city, state, federal levels, school officials, and general public.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, use hands to handle or feel objects/controls and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this position include close and distance vision and the ability to adjust focus. The employee may occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the typical work environment is moderate.

JESAP Job Evaluation Form

Benton County, Arkansas

Office Manager - Collector

	BASIS FOR RATINGS	CURRENT RATING	PROPOSED RATING	POINTS
1	Experience - General: Minimum time to become familiar with requirements of the job	8	4	43
2	Experience - Management: Minimum time to be able to perform the supervisory/ management requirements of the job.	2	5	165
3	Education: Preliminary formalized training or self-development expressed in terms of equivalent formal education.	3	4	45
4	Initiative & Integrity: Measure of ability to proceed alone. Make decisions within authority, and ability to comprehend assignment.	6	6	50
5	Mental Demand: Measure of degree of concentration and sensory alertness	4	6	70
6	Analytical Ability/Problem Solving: Opportunity to apply analytical ability and self-starting thinking.	6	7	90
7	Responsibility for the Work of Others - Supervision: Appraises responsibility for work and direction of others	5	5	100
8	Responsibility for Funds, Equipment, Property, Etc.: Personal responsibility and accountability for receipt storage, issue, or use.	4	6	48
9	Responsibility for Accuracy: Opportunity for and probable effect of errors.	4	5	57
10	Accountabilities: Freedom to act, monetary impact, and impact on the end results.	10	10	130
11	Contacts with the Public: Responsibility for effective handling with the public.	2	3	41
12	Contacts with Employees: Responsibility for effective handling of interactions with other employees and staff.	3	3	28
13	Machine Operations	2	3	23
14	Working Conditions	1		4
15	Physical Demands	1		3
POINT TOTAL		786		897
GRADE		12		14