



CLASS SPECIFICATION FOR:

**Treasury Services Officer I**

**General Statement of Duties:**

Assigned to the Treasury Division of the Department of Finance to perform routine cashiering and financial transactions; bills and collects taxes as cashiers; accurately processes receivables and adjustments; accurately processes and verifies daily deposits and transaction activity; provides daily front line customer service to citizens; monitors electronic billing; resolves inquiries regarding accounts for taxes, adjustments and various other payments as needed; and performs related work as assigned.

**Distinguishing Features of Class:**

This is the first level in a career series. Primary duties include providing front line customer service for routine financial functions for multiple payment types, electronic billing, account management and managing a variety of financial records for the Treasury Division, at an assigned location or on a County-wide basis as assigned. Additional responsibilities include maintaining accurate and detailed records for cash receipts and deposits, and cash counts; handling account maintenance through adjustments; accurately processing and handling approved adjustments; recommending adjustments on taxpayer accounts; assisting with and ensuring office security including practicing strong cash operations procedures, reconciliation and processing payments through all channels (in-person, mail, drop boxes, lockboxes, credit cards, and cash); and providing excellent telephone customer service through the ACD line. Responds to and independently resolves routine inquiries and issues. Appropriately refers unusual and complex inquiries and issues to supervisor or higher-level Treasury Services Officer (TSO). Work is performed under general supervision from assigned supervisor or other higher-level TSO.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Communicates effectively with the public in person and over the phone with the ability to accurately review documents, analyze accounts, provides assistance, explains bills and the billing process and resolves problems in a high-volume environment;
- Accurately processes payments using several systems including but not limited to cashiering, billing, utilities, restitution, finance, false alarm fees, dog licenses, credit/debit card processors and deposit scanners;
- Analyzes and accurately calculate bills, penalties, interest, proration, personal property tax relief (PPTRA), billing and payment history;
- Pre-audits various documents including bill documents and determines whether the information contained is accurate, follows-up with supervisor on how to appropriately correct inaccurate information;
- Processes incoming mail, payments from drop boxes and lockbox rejections, reviews and corrects lockbox rejections;
- Processes dog license applications, payments and veterinarian vaccination forms;
- Processes the daily settlement of collections and reviews the verification of funds with the supervisor;
- Participates as a member of the call taking team, appropriately responds to callers' inquiries on the general telephone line and appropriately responds to the general taxpayer email inquiries;
- Reviews personal property and real estate bills for errors and corrections before printing, identifies errors and refers for correction;
- Researches payments using online systems provided by third party contractors and the County's cashiering and financial systems;
- Calculates and approves the exoneration of penalty and interest up the approved threshold;
- Releases DMV registration holds after verifying payment either in person or through the online dashboards;
- Analyzes and communicates with taxpayers regarding their account status on the Debt Set Off (DSO) and Department of Motor Vehicles (DMV) systems;
- Identifies the taxpayer's concerns, assists them in resolving the concerns and accurately and appropriately redirects them to the proper Division with the information necessary to resolve their issue;
- Assists other Treasury Services Officers as needed;
- Develops and maintains a sound working knowledge of the Finance Department and Treasury Division's systems and processes, and the County's policies and procedures related to the Treasury Division's operations;
- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Basic understanding of accounting principles and practices; strong cashiering skills with ability to accurately perform cashiering duties, handle cash safely and securely, accurately process payments from multiple sources, process daily settlements of collections, review and reconcile accounts, explain billing and penalty processes to diverse audiences, calculate penalty and interest, and complete accurate



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reconciliations; accurate recordkeeping skills with the ability prepare and manage related financial records, transactions and reports in accordance with County policies and procedures; ability to accurately perform mathematical calculations quickly and accurately; ability to keep and to make simple accurate reports from financial records; basic working knowledge of tax rates, billing and cashing systems, pro-ration and PPTRA; ability to understand and follow complex instructions, policies and data, including federal regulations excellent organization skills with the demonstrated ability to plan and execute assigned work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to work accurately and efficiently in a fast-paced high-traffic environment during busy billing periods; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes; ability to read, and consistently comprehend, interpret, apply and communicate policies and information accurately to diverse populations, including the ability to adjust communication styles to communicate effectively; basic political astuteness; sound critical thinking and problem solving skills with the ability to appropriately research accounts and resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; ability to accurately and thoroughly research issues and identify appropriate solutions; sound judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computer and typical business software, proprietary software, applications and systems to complete assigned tasks; visual and hearing acuity sufficient to enable effective interactions and accurate data collection; excellent written and verbal communication skills with the ability to interact professionally with diverse populations and staff and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate financial and technical information, which may include relevant complex information, clearly and accurately to diverse populations and staff; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department and County staff, citizens, and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships; excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all stakeholders and staff with varying levels of understanding and needs in order to appropriately address requests, needs and issues; tact and courtesy. Must be able to positively and appropriately represent the County with customers and other stakeholders. May require the ability to work a flexible schedule during heavy workloads.

### Minimum Education and Experience:

Education: Graduation from high school with relevant coursework completed at the high school or college level;

Experience: Two (2) years of relevant work experience in customer service, cash operations, or accounting support;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Requires successful completion of the Treasurer's Association of Virginia class Customer Service within four (4) years of employment.
- Requires the successful completion of the Treasurer's Association of Virginia class Introduction to Government Accounting, if the employee is new to local government accounting, within four (4) years of employment.
- May require a valid driver's license to perform assigned duties at both government center locations as assigned.