

County of Henrico Job Classification

Treasury Services Officer IV (TSO IV)



General Summary of Classification:

Assigned to the Treasury Division of the Department of Finance; resolves more complex customer service needs to the public and peer employees; assists with training, task delegation, and resolving difficult or unusual questions; offers recommendations and solutions to complex inquiries and issues to management; analyzes data, reports or presents findings; schedules section staff; interprets impacts to policy and procedure changes; and performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- This fourth level of an approved career development plan (CDP) proficiently performs all the job duties of TSO's I-III, plus:
- Responds to technical inquiries posed by the public, business representatives, and accountants.
- Troubleshoots & resolves the most complex customer accounts inquiries and issues by making required adjustments, transfers, refunds, and exonerations based on expert knowledge of applicable codes, policies, and system requirements.
- Researches highly technical questions/concerns, analyzes and evaluates data, prepares reports, supporting documentation, and possible solutions for presentation to leadership.
- Ability to train new staff on various processes, policies, code and legal requirements that guide day-to-day operations.
- Communicates professionally with the public, customers, third party vendors, & financial institutions regarding difficult or unusual questions, account statuses, payment/refund processing timelines as needed.
- Reviews processes, training guides, and standards to make recommendations to improve efficiencies and workflow.
- Plans and coordinates work schedules for section staff, prepares periodic and special accounting reports for management.
- Liaises with peer Finance divisions & County agencies to workshop additional support processes for County operations.
- Serves as acting team lead delegating tasks and supporting continuity operations in supervisor absences as needed.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Thorough working knowledge of functions and operations of a cash operations, banking, or Treasury environment; ability to maintain understanding of the best practices of methods used in keeping fiscal account and records; ability to maintain current knowledge on State and County tax law and to train staff regarding them;

recognizes operational team impacts to pending, potential, and/or proposed changes to tax laws, codes, and polices.

- **Technical:** Excellent computer skills with the ability to navigate typical and nuanced business software, proprietary software, and applications to complete assigned tasks & provide initial troubleshooting capability for team staff; ability to run and actively use reports on the Treasury systems; ability to use data from complex accounts to prepare reports.
- **Communication, Customer Service, and Interpersonal:** Excellent interpersonal and communication skills to adjust style to fit the audience or situation and communicates in a clear, succinct and understandable manner to communicate complex issues to a diverse population.
- **Decision-making and Authority:** Ability to understand and follow complex instructions, policies and data, including federal regulations; ability to plan, organize, and schedule for high volume workloads so they are handled accurately and efficiently.
- **Leadership:** Non-supervisory. However, in the absence of a supervisor, may assume the supervisor's duties.
- **Environment:** Typically works in an office setting; may work in various locations based on assigned duties, such as cross training.
- **Physical:** Visual and hearing acuity sufficient to interact accurately with a diverse audience of citizens. Physical ability sufficient to perform assigned duties in an office environment and at various other duty-related locations as needed.

Minimum Education and Experience:

- **Education:** High school diploma with relevant coursework completed at the high school level, college level preferred;
- **Experience:** Eight (8) years of relevant work experience;
- **OR:** Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.
- Refer to current approved CDP for any additional education, license, certifications or other level specific requirements.
- Valid driver's license may be required to perform assigned duties at both government center locations as assigned.

Job Code: G.F.A.0012

Date of Last Revision: 25-Feb-2025

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.