



Gloucester County Job Description

POSITION: Revenue Technician
DEPARTMENT: Commissioner of Revenue
JOB CODE: A612
FLSA: Non-Exempt

GENERAL STATEMENT OF JOB: Under close supervision performs a variety of clerical and customer service duties for the Commissioner of the Revenue's Office. Duties involve assisting taxpayers with questions concerning their accounts, data entry, file maintenance, and processing corrected assessments, routine abatements and refunds. Duties are performed within specific guidelines and require strict adherence to established policies and procedures. Employee must exercise independent judgment, discretion and initiative in completing assignments and handling public contact situations requiring considerable tact and courtesy. Reports to the Chief Deputy.

ESSENTIAL JOB FUNCTIONS:

1. Assists taxpayers with inquiries regarding tax assessments both in person and on the telephone; responds to questions, or refers taxpayers to appropriate personnel; researches records from Department of Motor Vehicles, Treasurer, VA Department of Taxation, and other listings to assist taxpayers.
2. Assists the Real Estate Division with data entry, explains to taxpayers the requirements to qualify for the Relief for the Elderly and Disabled; Disabled Veterans and KIA Widowed Veterans and Land Use deferral programs; provides general instructions on how to look up property records and assists the public with public access computers and records.
3. Processes personal property returns for walk-in taxpayers; updates personal property records; business license applications as set forth in the applicable tax codes; resolves discrepancies; notifies taxpayer of any errors; processes and screens tax returns.
4. Processes Memorandums of Corrected Assessments for items with a change in taxable status following review by the Chief Deputy or Personal Property Coordinator.
5. Processes more routine abatements and refunds with authorization from the Chief Deputy or Personal Property Coordinator; prepares and mails notification of assessment change to taxpayers.
6. Maintains, or assists with maintaining, various files and records to include business licensing and excise tax.
7. Responds to request from various Federal, State and Local agencies regarding the ownership of business, personal and real property in compliance with strict guidelines and statutory requirements limiting the dissemination of non-public account information.
8. Updates and enters sensitive data related to taxpayers, property and income; which under penalty of law is required to remain confidential.
9. Performs other duties as assigned.

EMPLOYEE UTILIZATION IN ADVERSE WEATHER AND EMERGENCY CONDITIONS

All Gloucester County employees are subject to being assigned to specific positions and tasks during a "Declared Emergency" as support personnel, by the County Administrator, the Emergency Management Director, or the Emergency Operations Plan (EOP). Once assigned, this would be the same as a regular work assignment and all policies and procedures for duty assignments apply. (Please see Gloucester County Administrative Policy 101.1 - Employee Utilization in Adverse Weather and Emergency Conditions.)

JOB LOCATION AND CONDITIONS:

Duties are performed in an office environment. Operates variety of office equipment: computer, copier, fax, and calculator.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of personal computers and commonly used Microsoft Office software products to include Outlook, Word, and Excel and the internet.

General knowledge of the functions of the County and Commissioner of the Revenue office.

General knowledge of modern office practices, procedures, equipment and standard clerical techniques.

Ability to apply all county ordinances, and state and local statutes related to property assessment.

Ability to learn state and federal income tax laws as well as local ordinances.

Ability to understand legal terminology as it relates to property assessment.

Ability to maintain large volumes of files related to business licensing and excise tax.

Ability to learn new software programs.

Ability to interact positively with the public, both in person and by phone with control, tact and courtesy regardless of the confrontational nature of the communication.

Ability to interpret policy and procedural guidelines and to resolve problems and questions.

Ability to communicate effectively, both orally and in written form.

Ability to comprehend or understand instructions and underlying principles; to reason and make judgments; to understand and follow oral and written instructions; to make decisions in accordance with established procedures and policies; to guide and/or give instructions.

Ability to comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly. Ability to speak/talk, hear/listen and read.

Ability to perform arithmetic operations; to perform accurate calculations aided by calculator, adding machine or measurement device.

EDUCATION AND EXPERIENCE:

Possession of a high school diploma/GED.

One (1) to two (2) years of closely related office work, preferably involving taxation or real estate.

NECESSARY SPECIAL QUALIFICATIONS:

Must be available to work flexible hours, extended hours, and some weekends during deadlines, declared emergencies and peak times.

PHYSICAL REQUIREMENTS:

C = Continuous – over 6 hours a day F = Frequent – between 3 and 6 hours a day	O = Occasional – less than 3 hours a day I = Intermittent–several times a week/month	P = Periodic – several times a year N/A = Not applicable to position
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LIFT/CARRY	C	F	O	I	P	N/A
1 to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
51 to 75 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
76 to 100 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

EQUIPMENT USAGE & OPERATION	C	F	O	I	P	N/A
Standard Office Equip.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motor Vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vehicle requiring CDL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (explain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PUSH/PULL	C	F	O	I	P	N/A
1 to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
51 to 75 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
76 to 100 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

WORK WITH/NEAR	C	F	O	I	P	N/A
Machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Power Tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

MOVEMENT	C	F	O	I	P	N/A
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Stoop/Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach Above Shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasp/Squeeze	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb Stairs/Ladder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Uneven Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENT	C	F	O	I	P	N/A
Indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Extreme Heat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Extreme Cold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dusty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Excessive Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (explain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ENDURANCE	C	F	O	I	P	N/A
Stationary Position (stand or sit)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Move, Traverse (walk)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position (use of hands/fingers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VISION REQUIREMENTS (Check all that apply)	
Depth Perception	<input type="checkbox"/>
Color Vision	<input type="checkbox"/>
Peripheral Vision	<input type="checkbox"/>
Uncorrected/Corrected vision 20/40 or better in one or both eyes; 100 degrees, or better, horizontal vision in one or both eyes	<input checked="" type="checkbox"/>