

**GARRETT COUNTY GOVERNMENT
JOB DESCRIPTION**

JOB TITLE: Summer Intern Collections Office Associate
DEPARTMENT: Financial Services
DIVISION: Collections Office
REPORTS TO: Director of Finance
FLSA STATUS: Non-Exempt Temporary Contractual

SUMMARY: The primary responsibility of the Summer Intern Collections Office Associate is the collection, processing, and posting of all taxes and fees collected by the Collections Office. Other responsibilities include assisting Bay Restoration Fund Exemption applicants and processing and posting their submitted applications and assisting customers/attorneys/mortgage companies in person and by telephone.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Collection of taxes, sanitary and other fees at tax counter and processing of daily mail.
2. Assisting Bay Restoration Fund Exemption Applicants in person and by telephone.
3. Processing Bay Restoration Fund Exemption Applications and posting applicable abatements.
4. General customer service to public, attorneys, and mortgage companies/tax services.
5. Daily balancing of cash drawers.
6. General office filing and administrative functions.
7. Other duties may be assigned.

QUALIFICATIONS:

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. Personal integrity is mandatory due the confidential nature of most duties and the handling of large sums of cash. Must be friendly, helpful, and patient with exceptional customer service skills particularly geared towards the elderly population. Must be able to work independently to complete assignments. Must be able to accomplish multiple tasks while answering the telephone. Job also requires ability to operate various office machines and computers.

EDUCATION and/or EXPERIENCE:

Prior experience in a customer service oriented environment preferred. Prior experience in interacting with the elderly population preferred. Financial/mathematical education track preferred.

LANGUAGE SKILLS:

Excellent language and customer service skills are necessary to achieve proficiency in all duties associated with this position. Ability to read, analyze, and interpret financial reports and common legal documents.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, and ratios and proportions to practical situations.

REASONING ABILITY:

Ability to define and analyze problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Driver's License or reliable transportation

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. The most physical demand of this job is to work well under pressure and, at times, to be able to stand most of the day.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. A work environment conducive to maintaining good relations with the public and one another is important; there are some stressful days in which we must work quickly and efficiently in close areas. Must work well under pressure and deadlines. Required to accommodate the public in person and by telephone in a professional manner; sometimes in less than ideal circumstances.