



Tag and Tax Agent
Tax Commissioner

TC/4
Grade 10/Non-Exempt

JOB SUMMARY

This position performs specialized duties in the processing of title/tag applications, in the renewal of motor vehicle tags, and in the collection of property tax, delinquent tax, mobile home tax, timber tax, and heavy duty tax.

ESSENTIAL FUNCTIONS

- Accepts and processes tax payments. Balances and reconciles all cash drawer transactions daily; accountable for all funds collected. Obtains and records personal information for check acceptance.
- Answers telephone to provide information and assistance.
- Attends staff and professional meetings to exchange information; attends state/county seminars and meetings to obtain information on new laws, policies, and practices relating to property taxation and motor vehicle registration.
- Computes fair market value (FMV) of vehicles when necessary, utilizing nada guides & DMV data. Explains current statute and calculates TAVT amounts as requested by potential vehicle purchasers.
- Files and maintains records of handicap plates & placard applications, DD214 documents, department of veteran affairs award letters for DV plates, including any other supporting documentation from other agencies; responsible for maintaining and preserving various records and individual files at personal work stations.
- Greets customers and accepts & processes motor vehicle title applications for new purchases or transfers, issues replacement titles; processes title corrections; explains insurance lapses and accepts payment of DOR fines; processes tag renewals; issues & exchanges license plates; prepares & issues disabled parking placards; (verifies accurate information prior to processing).
- Maintains tag inventory; reorders as needed; receives and assigns inventory.
- Maintains the confidentiality and integrity of personal information of taxpayers and like- especially as it relates to motor vehicle personal information (state and federal laws apply).
- Responds to mail and email correspondence from taxpayers, mortgage companies, dealerships, insurance companies, lien holders, etc., requesting information concerning any area of the tax office; corrects titles; prepares and mails or emails responses/documents in assisting these requests; contacts by telephone when needed.
- Performs other duties, as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles.
- Knowledge of state tag and title laws.
- Knowledge of tax collection principles. Knowledge of current laws and regulations regarding property and motor vehicle taxation, federal & state statutes, department of revenue interpretations, local ordinances, and tax commissioner policies and procedures; continually studies and reviews available manuals.
- Skill in interpersonal relations.
- Skill in oral and written communication.
- Skill in prioritizing and planning.
- Skill in problem solving.

SUPERVISORY CONTROLS

The Deputy Commissioner assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, and the nature and propriety of the final results.

GUIDELINES

Guidelines include Georgia property tax and motor vehicle tag and title laws as well as county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related clerical and customer duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to participate in the processing of tag and title transactions and in the collection of taxes and fees. Successful performance ensures the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with coworkers, other county personnel, automobile dealers, attorneys, law enforcement personnel, bank personnel, mortgage company representatives, and the general public.
- Contacts are typically to exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping, or walking. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.