



CLASS SPECIFICATION FOR:

Treasury Services Officer II

General Statement of Duties:

Assigned to the Treasury Division of the Department of Finance; provides routine and moderately complex daily front line customer service and performs routine and moderately complex cashiering transactions; resolves routine and moderately complex inquiries regarding accounts for taxes, adjustments and various other payment types; accurately prepares and maintains a wide variety of detailed financial records, which may include budgets and other reports as assigned; assists with or is responsible for various day-to-day operational functions of the Treasury Division; and performs related work as assigned.

Distinguishing Features of Class:

This is the second level in a career series. Primary duties include providing front line customer service for routine and moderately complex financial functions for multiple payment types, various types of billings, more complex account research, reconciliations, account issue resolution, and identifying and making necessary adjustments, transfers, refunds and exonerations for a wide variety of accounts, including routine and moderately complex accounts; and creating and maintaining a variety of accurate and detailed financial records for the Treasury Division at an assigned location or on a County-wide basis as assigned. Additional responsibilities may include various day-to-day operational functions of the Treasury Division such as maintaining calendars, assisting with staff orientation, training and meetings, processing requisitions, managing division inventories and providing support to other functions and divisions during peak periods as assigned. Responds to and independently resolves routine and more complex inquiries and issues, appropriately keeps supervisor informed. 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*):

- Works closely with customers and communicates in detail the requirements of relevant laws concerning enforcement of the payment of delinquent taxes, DSO, DMV registration holds, dog licenses, payment methods and associated fees, and accurately identifies appropriate options for resolving delinquency;
- Accurately prepares and approves PIV's (Paid In Vouchers) for cash receipting from departments at the window, by mail and online;
- Processes the daily settlement of collections and accurately prepares the bank deposit;
- Researches various types of accounts (including moderately complex) for proration adjustments and PPTRA changes;
- Researches and analyzes accounts, communicates in detail with customers, including verbal and written communications, and handles adjustments, transfers, refunds and exonerations for personal property, real estate, business licenses and meals taxes;
- Researches and analyzes accounts, including accounts with more complex factors, to recommend or process necessary adjustments, transfers, refunds and exonerations for personal property, real estate, business licenses and meals taxes and implements approved resolutions;
- Assists other Finance divisions with reconciliations and analysis as assigned;
- Meets with co-workers in Revenue, Utilities, Accounting or Real Estate and cross trains to be sufficiently familiar with the duties and responsibilities to provide support as needed including during peak workloads or staffing shortages
- Accurately processes and reviews monthly ACH file and transactions;
- Meets with taxpayers individually to review accounts and explain adjustments, refunds and/or payments;
- Accurately prepares and processes ADI's for account adjustments;
- Corrects and maintains records for cashiering system payment rejections;
- Processes requests for stop payments and voids and reissues personal property statement;
- Maintains a sound working knowledge of the of the State and County tax codes and consistently demonstrates proficiency at independently locating specific and relevant information within the code and accurately applying relevant code to circumstances;
- Accurately prepares adjustments for returned checks and returned electronic payments;
- Plans, organizes and conducts meetings or training sessions with Division or other Finance staff;
- Monitors the division calendar and the monthly data collection spreadsheet to verify the data is updated in a timely manner;
- Accurately processes the accounts payables and purchase requisitions for the division in a timely manner;
- Maintains general office supplies and equipment which may include office supply stock, status of leases, status of the shredder bins, analyzing and processing payment of invoices for contractual services, coordinating the surplus property and record retention;
- Assists management with correspondence, mass mailings and submitting advertisements for public notice to comply with tax law;
- Serves as the gatekeeper for the division's payroll process including processing the HR transactions, assisting with the hiring process and assisting with new employee orientation as assigned;
- Monitors the operating budget and assists with the preparation of the budget as assigned including preparing documentation for the narrative, goals and objectives and accomplishments;
- Assists other Treasury Services Officers as needed;



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- Maintains a sound working knowledge of the Finance Department and Treasury Divisions systems, 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:

Sound working knowledge of accounting principles and practices; demonstrated sound working knowledge of and proficiency cashing skills with the ability to accurately perform cashing 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 reconciliations; accurate recordkeeping skills with the ability to prepare and manage related financial records, transactions and reports in accordance with County policies and procedures; ability to accurately perform more complex mathematical calculations, reconciliations and transactions quickly and accurately; ability to keep and to make a variety of accurate reports from financial records; sound working knowledge of tax rates, billing and cashing systems, pro-ratio 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 accurately comprehend, interpret, apply and communicate policies and information accurately to diverse populations, including the ability to adjust communication styles to communicate effectively; demonstrated sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately research accounts and resolve a variety of routine and moderately complex questions and issues within established policies, guidelines, requirements and procedures; ability to accurately and thoroughly research routine and moderately complex 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 duties; 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 public 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: Four (4) years of relevant work experience including two (2) years of relevant work experience in customer service, cash operations, or accounting support and two years of fully successful job performance as a Treasury Services Officer I;
- 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 all Treasurer's Association of Virginia classes required of a Treasury Services Officer I.
- Requires the successful completion of the Treasurer's Association of Virginia class Banking and Cash Management within four (4) years of assignment to the Treasury Services Officer II level.
- May require a valid driver's license to perform assigned duties at both government center locations as assigned.