



POSITION GUIDE

TITLE: Processor
DEPARTMENT: Real Estate (Primary); Individual and/or Employer (Secondary)
LOCATION: LCTCB Business Office
REPORTS TO: RE Specialist; Operations Manager
STATUS: Non-Exempt
DATE ORIGINAL: 01/2018 DATE REVISED:

SUMMARY OF PURPOSE

This position is responsible for providing support functions; to include, but not limited to, reviewing and processing documents and data related to the individual and employer earned income tax and real estate taxes; explaining compliance with laws, rules regulations and policies; monitoring automated system and computer processing. The incumbent works with other members of the Bureau in meeting Bureau goals and objectives in support of the LCTCB mission and strategic objectives.

ESSENTIAL FUNCTIONS

GENERAL

1. Acts to ensure the security and safety of Bureau personnel.
2. Acts to ensure the privacy and security of all assets both physical and electronic.
3. Proactively works extra hours, as required, to ensure departmental and Bureau goals are accomplished and commitments are met.
4. Suggests improvements, where appropriate, to Bureau processing, policies and procedures.
5. Attends all meetings, as directed by supervisor.
6. Ensures that all communications follow established organization structure.

SPECIFIC

1. Interprets tax laws and rules to provide customer service via phone, the website or at the counter and responds with timely and accurate information.
2. Processes individual, employer and real estate forms and data and related tasks.
3. Updates computerized records systems.
4. Generates correspondence, receipts, certifications and other tax information per customer requests.
5. Handles a variety of daily mail.
6. Handles unclaimed checks and refund check printing as necessary.
7. Prepares bank deposits
8. Post payments in Electronic Payment Processing
9. Provide multiple forms of customer support for web-based applications
10. Develop professional goals and meet deadlines.
11. Handle the process of cash and credit card payments.
12. Balance and reconcile real estate accounts.

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13. Collects and deposits checks to be scanned through internal banking system
14. Correctly posts payments using Electronic Payment Processing or Manual Deposit entry
15. Analyzes and manipulates data from other sources for proper posting to accounts
16. Utilizes established series of notices, payment plans, and phone conversation to collect on delinquent accounts
17. Audits delinquent and non-compliant accounts
18. Handles payment plan request from individual taxpayers and employers.
19. Processes individual tax returns and employer returns
20. Handles incoming calls as required.

DEPARTMENT/ORGANIZATION

- Keeps current with related collection and compliance practices that impact the Bureau.
- Makes decisions consistent with the LCTCB mission and core values, establishes and maintains effective communication and positive relationships within LCTCB.
- Performs other functions as assigned by Supervisor.
- Participates on special project teams as required.
- Contributes to the effective team management of all issues and opportunities within LCTCB.
- Maintains an optimum relationship with other staff members by being courteous and always mindful of the importance of confidentiality.
- Acts in an ethical manner on all tasks and projects.
- Follows established Employee Handbook and Ethics Policy.

MARGINAL FUNCTIONS

Marginal functions will vary with the specific assignment and depend on the particular position function for which the person is responsible.

SCOPE AND IMPACT

This position works independently in the performance of the essential functions. Contacts include LCTCB staff, taxpayers, employers, the general community, outside consultants, auditors, banks, professional organizations and local, state and national organizations.

MINIMUM REQUIREMENTS

This position requires a High School Diploma and one to two years of related experience.

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SPECIAL SKILLS

Position requires the following skills: demonstrate proficiency with the Microsoft suite of office products, copiers, scanners and other software; be highly organized; possess good communication and writing skills and problem solving and decision making skills; be highly confidential at all times; act as a team player; be flexible to work on multiple tasks; pay attention to detail and be accurate with numbers; ability to prioritize and organize workload; maintain composure at all times and deal with constant change. Above average analytical skills. Excellent customer service skills.

PHYSICAL/MENTAL/ENVIRONMENTAL

Physical: Sit: 90% walk/stand: 10%;
Lifting: Some light lifting
Vision: Normal

Mental: Ability to define problems, collect and organize information, establish facts and draw valid conclusions to solve the problem/handle the situation and use clear and good judgment. Must be able to remain calm in what can become a stressful environment.

Environmental:

This position requires working in a normal office environment with some moderate noise.

The above description covers the most significant essential and marginal functions but does not exclude other occasional responsibilities and accountabilities the inclusion of which would be in conformity with the major purpose of this job.