

**LAURENS COUNTY, SOUTH CAROLINA  
JOB DESCRIPTION**

**JOB TITLE: DEBT SET-OFF COLLECTOR  
Treasurer's Office**

**NOT A CONTRACT OF EMPLOYMENT – EMPLOYMENT IS AT-WILL**

**GENERAL STATEMENT OF JOB**

Under direct supervision, performs various routine clerical duties in support of department operations. Work involves typing and preparing various documents, maintaining files and logs, providing professional and courteous customer service at all times, and performing related tasks specific to assigned department. Reports to the assigned supervisor.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Assist the Delinquent Tax Collector with position responsibilities.

Assist all clerks in the office with position responsibilities.

Manages Set Off Debit accounts and American Financial Credit services flow of information.

Balances Lock Box accounts for online payments.

Is responsible for using Nexis Lexis to assist in collecting delinquent information. (Nexis Lexis is used to get Social Security information)

Working knowledge SC Code of Laws, Title 12.

Answers the telephone and provides assistance to callers and/or forwards calls to appropriate personnel; takes and relays messages.

Greets and assists office visitors.

Receives and processes various forms, applications, requests, records and reports, and other documents.

Types and/or prepares various routine documents, which may include general correspondence, memos, charts, tables, graphs, notices, invoices, file cards, receipts, fliers, presentation materials, court documents, forms, and others; proofreads copy for spelling, grammar, and format, making appropriate changes.

Assists in maintaining department files; maintains various lists and logs.

Enters and retrieves computer data; reviews data for accuracy; generates computer reports as requested.

Attends meetings; records, transcribes, and distributes meeting minutes within appropriate timeframes.

**Effective: 4/25/2023**

## DEBT SET-OFF COLLECTOR

### **NOT A CONTRACT OF EMPLOYMENT – EMPLOYMENT IS AT-WILL**

May maintain personnel files, ensuring accuracy and confidentiality.

Readies office equipment for daily use; maintains equipment supplies and monitors maintenance needs.

Receives and responds to inquiries, requests for assistance and/or complaints in areas of responsibility.

Compiles information for and prepares and/or processes various documents, which may include records, forms, reports, fliers, notices, memos, and correspondence.

Refers to meeting minutes, directories, policy and procedure manuals, laws/regulations, reference texts, etc.

Operates a variety of office equipment such as a telephone system, computer, copier, printer, fax machine, laminating machine; uses a variety of office tools and materials and computer software for word and data processing.

Interacts and communicates with various groups and individuals such as the supervisor, co-workers, vendors, and the general public.

Attends training, meetings, seminars and/or workshops to enhance job knowledge and skills.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma or GED equivalent with six months to one year of experience in clerical or secretarial work; or any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Requires sedentary work involving standing or walking for brief periods, exerting up to ten pounds of force on a regular basis, and some dexterity in operating office equipment.

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor.

**Language Ability:** Requires ability to read a variety of policies and procedures, directories, reference texts, records, reports, etc. Requires the ability to prepare reports, records, logs, lists, routine correspondence, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

## DEBT SET-OFF COLLECTOR

### **NOT A CONTRACT OF EMPLOYMENT – EMPLOYMENT IS AT-WILL**

**Intelligence:** Requires the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations. Requires the ability to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers and the public.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to determine time and weight.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery.

**Manual Dexterity:** Requires the ability to manage a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Coordination:** Requires the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to tension as a regular, consistent part of the job.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, policies, and procedures of the County pertaining to specific duties of the Clerk I. Has the ability to learn, comprehend and apply regulations, procedures, and related information. Has knowledge of modern office practices, procedures and of business English and arithmetic. Is able to type and enter computer data with speed and accuracy. Is skilled in applying a responsible attention to detail as necessary in preparing routine records, reports, and correspondence. Is able to read and interpret various routine documents and related materials pertaining to the responsibilities of the job. Is able to maintain records with accuracy and confidentiality. Has knowledge of the basic principles and practices of bookkeeping if required. Has skill in the use of computers for data processing, word processing and records management. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Has the ability to offer assistance to co-workers and employees of other departments as required. Has the ability to use independent judgment as needed in performing routine tasks. Has knowledge of the terminology used within the department. Knows how to maintain effective relationships with co-workers, personnel of other departments, professionals, and members of the public through contact and cooperation. Knows how to react calmly and quickly in emergency situations. Is able to perform duties effectively and professionally at all times. Has the ability to plan, organize and prioritize

## DEBT SET-OFF COLLECTOR

### **NOT A CONTRACT OF EMPLOYMENT – EMPLOYMENT IS AT-WILL**

daily assignments and work activities. Has good organizational, clerical, and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency.

**Quality of Work:** Maintains exacting standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all County departments and divisions, co-workers, and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

**Dependability:** Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards, and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human, and conceptual areas.

**Attendance:** Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to the County Council with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant, and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations, and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively manages requests, suggestions, and complaints in order to establish and maintain goodwill. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines, and events.

**DEBT SET-OFF COLLECTOR**

**NOT A CONTRACT OF EMPLOYMENT – EMPLOYMENT IS AT-WILL**

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**DISCLAIMER:**

**This job description is not an employment agreement or contract. Employment is at-will. Management has the exclusive right to alter this job description at any time without notice.**

**I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position.**

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature