

**TAMA COUNTY TREASURER  
UNIVERSAL ASSISTANT**

**Department:** Treasurer

**Date:** 3/19/2024

**Position:** Universal Assistant

**Reports To:** Treasurer

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**PURPOSE OF POSITION**

Perform general office duties, process data and perform general transactions relating to: Driver's License, Motor Vehicle, Property Tax, and Financial Management. Provide related office services to assist other personnel in the office.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following duties are normal for this position. They are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Perform duties in the Driver's License department, including but not limited to:

- Provide information in response to telephone, written or other inquiries regarding driver's license.
- Complete all required DOT training.

Perform duties in the Motor Vehicle department, including but not limited to:

- Process basic transactions: IE: renewals, liens, Applications, titles, duplicate titles and issue handicap plates or placards.
- Provide information in response to telephone, written or other inquiries.
- Complete applications and collect licenses plates for refunds when vehicles are sold or junked.
- Identify and address any restrictions such as lien notations or STOPS; notes or releases such restrictions if appropriate.
- Balancing cash drawer as part of end of day processing along with scanning title work.
- Study auto requirements set by state law and complete all training required for the position.

Perform duties in the Property Tax/Finance department, including but not limited to:

- Process basic transactions: including but not limited to tax collections, collection of misc. funds transactions, address changes and any other applicable requirements.
- Provide information in response to telephone, written or other inquiries

Additional office duties, including but not limited to:

- Assisting customers at the counter
- Provide assistance to other personnel in the office.
- Processes outgoing mail using postage machine.

# TAMA COUNTY TREASURER UNIVERSAL ASSISTANT

## COMPETENCIES REQUIRED

- Communication techniques that facilitate good relations.
- Ability to read and write the English language and respond to inquiries from applicants and the general public, etc.
- Ability to lift items weighing up to sixty pounds.
- High standards of ethical conduct/Exhibit honesty and integrity.
- Tactfully work and communicate with internal and external customers to meet their needs in a polite, courteous, and cooperative manner, taking into account the audience and nature of the information.
- Commitment to quality service.
- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Work with minimal supervision.
- Demonstrate responsible behavior and attention to detail.
- Respond appropriately to supervision.
- Ability for eye contact and use of fingers, hands, arms, feet and legs.
- Ability to see objects at the depth of 20" or less.
- Ability to stand for prolonged periods.
- Knowledge of basic office practices.
- Ability to perform complex clerical tasks and make decisions requiring interpretation and judgment;
- Ability to plan and organize work flow.
- Ability to follow oral and written instructions accurately and efficiently.

## EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

High school diploma or the G.E.D equivalent and experience equal to two years of general office experience. Proficiency in the English language.

### Environmental Adaptability

Work is normally performed in an office environment. Headaches, eye strain, carpal tunnel, and related occupational hazards associated with data entry work would reflect most common injury. May work with angry, distraught, or emotionally disturbed citizens.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date

Tama County is an equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the Employer.