



SPRINGDALE TAX DEPARTMENT

11700 Springfield Pike
Springdale, Ohio 45246
(513) 346-5715

JOB VACANCY ANNOUNCEMENT

DATE ISSUED: October 16, 2023
TITLE: Tax Account Clerk I
STATUS: Full-time
DEADLINE: November 3, 2023 at 4:30 p.m.



The City of Springdale is accepting applications for the full-time position of Account Clerk I. Applications will be accepted at the City of Springdale Municipal Building located at 11700 Springfield Pike, Springdale, Ohio 45246 between 8:30 a.m. and 4:30 p.m., Monday through Friday, or via email at human-resources@springdale.org. Application packets are available at the Springdale Municipal Building, online at <https://www.springdale.org/media/7076>, or by scanning the QR code at the top of this announcement.

APPLICATION DEADLINE: Friday, November 3, 2023 at 4:30 p.m.

FULL-TIME ACCOUNT CLERK I WAGES

Step A	Step B	Step C	Step D	Step E	Step F	Step G	Step H
\$21.04	\$22.09	\$23.20	\$24.36	\$25.57	\$26.85	\$28.20	\$29.61
Per hour	Per hour	Per hour	Per hour	Per hour	Per hour	Per hour	Per hour

BENEFITS

Benefits for full-time employees include health, dental, vision, and life insurance coverage; State pension through the Ohio Public Employees Retirement System (OPERS); deferred compensation options to save for retirement; confidential employee assistance program; sick, vacation, holiday, and compensatory time; tuition reimbursement of \$3,000 per year; longevity pay after 5 years of service with the City; and Community Center membership.

REQUIRED EDUCATION

Candidates must be a high school graduate or equivalent (G.E.D.). Post high school education in accounting, word processing, spreadsheet, and database software preferred. Associate degree in Accounting and/or prior experience in a municipal tax office preferred.

ADDITIONAL INFORMATION

Please do not contact the Tax Department or Human Resources Office regarding your status in the hiring process. You will be contacted as appropriate if you are selected to move forward.

If you are scheduled for any portion of the process, it is your responsibility to appear at the scheduled time, date and place. Failure to appear will be considered voluntary withdrawal from the selection process.

It is your responsibility to inform the Human Resources Office in writing of any change in contact information.



STEPS IN HIRING PROCESS

Application

All applicants must complete a City of Springdale application packet. Completed documents may be returned in person to the Human Resources Office at the Springdale Municipal Building, 11700 Springfield Pike, Springdale, OH 45246 between 8:30 a.m. and 4:30 p.m., Monday through Friday, or via email to human-resources@springdale.org. The deadline to apply is Friday, November 3, 2023 at 4:30 p.m.

Initial Oral Interview

The first step in the selection process following application is the oral interview. Please allow one hour for this interview with Tax Department Administration.

Second Oral Interview

The next step in the selection process is a second oral interview. This interview will be conducted with City Administration. Please allow one hour for this interview.

Background Investigation

Applicants who have successfully completed both rounds of interviews and are selected to receive a conditional offer of employment will be scheduled for a background investigation. The investigator will check your personal references, your criminal history, your employment record, your credit history, and other background information.

Physical Examination (PASS/FAIL)

Applicants receiving a conditional offer of employment will be required to successfully pass a drug screen as well as complete a physical examination designed solely to determine a candidate's physical ability to perform the duties of the position.

JOB PURPOSE and RESPONSIBILITIES

Under the supervision of the Finance Officer/Tax Commissioner and the Tax Account Clerk II, the Tax Collection-Resident Account Clerk I is responsible for exercising initiative, independence, and mature judgement in responding to the needs of taxpayers via phone, letter, and personal interview; reviewing income tax returns for accuracy and compliance with the Tax Ordinances; preparing necessary correspondence to taxpayers; reviewing delinquent taxpayer accounts for follow-up; handling all seriously delinquent accounts and processing them for Mayor's Court; and completing other duties as deemed applicable.

TYPICAL TASKS

The duties listed below are intended to be illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related to, or a logical assignment to the position.

1. Handles collection of all (resident and business) seriously delinquent accounts: notifies delinquent accounts via telephone and gives a final two-week notice; and prepares complaints and affidavits for Mayor's Court as necessary.
2. Represents the City by presenting information regarding Tax cases assigned to Mayor's Court.

3. Responds to the needs of resident taxpayers via phone, letter, and personal interview at the tax counter: answers routine inquiries concerning the Tax Ordinance; and prepares tax returns as needed.
4. Audits and maintains files for resident taxpayers: reviews tax returns for accuracy and proper documentation in compliance with the Tax Ordinance; calculates penalties and interest when appropriate; prepares and issues correspondence, correction notices, and billings when necessary; posts final returns to taxpayer accounts; responds to incoming correspondence; and prepares refund requests.
5. Receives monies for the Tax Department: prepares taxpayer receipts when necessary; records the daily deposit to tax accounts; balances deposits compared to the tax system; prepares deposit slips; and deposits money to the bank if needed.
6. Works closely with department coworkers and supervisors to accomplish department goals.
7. Performs any and all other duties as assigned.

QUALIFICATIONS

This is not an exhaustive list. Any one position within this classification may not include all of the knowledge, abilities, and skills listed nor do the listed examples include all of the knowledge, abilities, and skills which must be possessed.

1. Be at least eighteen (18) years of age at time of appointment.
2. Be eligible for employment in the U.S.
3. Possess a high school diploma or G.E.D. equivalent at time of appointment.
4. Three (3) years progressively responsible experience in a financial/accounting support position, to include at least one (1) year of customer service experience preferred.
5. Post high school education in accounting, word processing, spreadsheet, and database software preferred.
6. Associate degree in Accounting and/or prior experience in a municipal tax office preferred.
7. Extensive experience in a senior bookkeeper/clerical position.
8. Appropriate customer service skills to handle a variety of telephone interactions and written correspondence with residents, area businesses, and contractors.
9. Ability to maintain complex records and prepare correspondence and reports.
10. Appropriate organizational skills and the ability to manage a variety of projects and demands in order to meet imposed deadlines and schedules.
11. Ability to work independently to determine the methods for best accomplishing department goals.
12. Aptitude for accuracy when working with numbers and details and the ability to make complex mathematical computations rapidly and accurately.
13. Awareness and utilization of proper grammar, tact, and courtesy.
14. Familiarity with basic office equipment and the ability to efficiently and effectively use a calculator, fax machine, postage machine, and a personal computer for word processing, spreadsheet, and database applications (package and custom) for the maintenance of records and the generation of reports.
15. Ability to develop and maintain effective working relationships with co-workers, other city personnel, the general public, and be able to operate professionally in occasional stressful work situations.
16. Ability to maintain the integrity of highly confidential information.
17. Familiarity with municipal tax ordinances.



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WORKING CONDITIONS

The Tax Collection-Resident Account Clerk I typically works forty (40) hours per week in an indoor office environment.

PHYSICAL REQUIREMENTS

Must be able to sit for extended periods; to stand, walk, stoop, kneel, and crouch; and to lift, carry, and move up to thirty (30) pounds.