



POSITION DESCRIPTION

1314

Position Title:	Office Support- Floater	Department:	Auditor/Treasurer
Pay Grade:	8	FLSA:	Non-Exempt
Date:	June 2021	Reports To:	Chief Deputy Auditor/Treasurer

PURPOSE OF JOB:

The Office Support-Floater provides administrative and customer service support to the Auditor/Treasurer's (including license center) and Recorder's office of Nobles County. The Office Support assists customers at the walk-up counter, over the phone, and assists staff when and where needed.

SCOPE OF THE JOB:

The Office Support - Floater is responsible for administrative support within the Auditor/Treasurer and Recorder's offices including assisting customers over the phone and at the service counter, cashiering, maintaining records and verifying information for accuracy. Due to the nature of this position being shared between departments, being flexible and having a willingness to learn new things will be required. The position will work with elections, property taxes, property records, license center tasks, and a variety of other services provided by the departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Work is performed in accordance with applicable federal, state, and local laws and the accepted standards.

Carries out specific duties associated with the position.

Auditor/Treasurer's Office:

- Assist with walk-in customers and answer phone calls;
- Collects and receipts in the payment of property taxes, including verifying payment amounts and electronically posting tax payments;
- Maintains taxpayer and parcel information on the AS400;
- Calculates the registration tax, collects monies, and issues appropriate class stickers for various passenger vehicles, pickups, trucks, trailers and other vehicles. Collects & compiles motor vehicle renewal information from the customer & accurately enters information directly into the State of Minnesota data base via computer while customer is present. Calculates and collects fees for new and used vehicle sales, recreational sales, dealer sales, or transfers. Processes state reports:
- Provides support with mail notices; typing various documents; updating spreadsheets; balancing Auditor's cash box; assisting with cash ups and receipt balancing; processing various receipts; preparing claims and assisting with tax distribution worksheets for each tax distribution;
- Performs various support duties to ensure appropriate election set-up and operation including assembly and distribution of election supplies; testing election equipment; preparing, accepting and processing of mail and absentee ballots;
- Assists with entering all voter registration changes into Statewide Voter Registration System (SVRS); adding new registrants; deleting voters that are not voter eligible; determining appropriate precinct and school district; updating voter history; posting election results; printing abstracts; and filing voter registration cards.

Recorder's Office

- Scans, indexes, verifies and maintains real estate documents and images in County computer systems;
- Receives fees and prepares receipts; makes certified copies of recorded real estate documents;
- Assists customers by making appointments, by reviewing and issuing certified copies of birth, death and marriage certificates; examine customer ID to comply with State mandated tangible interest requirements;
- Assists all personnel in the office as needed on miscellaneous jobs, including searches and research for information.

Performs work based on expected standards.

- Exercises teamwork with other county employees and management in carrying out the shared mission of serving the public;
- Follows workplace safety rules and notifies management of observed risks in a timely manner;
- Maintains the confidentiality of data that is protected by law.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

Performs other related duties as assigned or otherwise required.

MINIMUM QUALIFICATIONS:

- The job requires an Associate's degree in business, administration, or related field; any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position. Bi-lingual in Spanish preferred.
- Department of Public Safety certifications/BCA background are required to be obtained within 6 months of employment unless extended by mutual agreement of the Employer and the DVS Regional Supervisor. The job requires a driver's license to attend local or regional meetings.

KNOWLEDGE SKILLS AND ABILITIES REQUIRED:

- Excellent interpersonal communication skills; ability to effectively communicate with people to convey or exchange professional information; ability to interact with people (i.e. staff, general public and elected officials) beyond giving and/or receiving instructions; ability to effectively communicate with non-English speaking public in an approachable, professional manner;
- Ability to handle unpredictable situations in public dealings that represent Nobles County and the Auditor/Treasurer's/Recorder's office in a positive fashion;
- Ability to efficiently utilize time and resources available to complete tasks and meet tight deadlines;
- Skill to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same, as may be appropriate;
- Aptitude to read a variety of professional, technical and administrative documentation, directions, regulations, instructions, methods and procedures;
- Skill to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech;
- Knowledge and experience operating Microsoft Office and other software used by the county;

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:

The Office Support - Floater must be physically able to operate a variety of automated office machines and equipment including, but not limited to, computer, printer/copier/scanner, typewriter, 10-key calculator, document scanner, camera, microfilm reader and postage meter.

The Office Support - Floater must be able to move or carry job related objects or materials and be physically capable of reaching to obtain various books, printouts, file boxes, computer paper, etc. Lifting of election equipment (up to 40 pounds) required on an intermittent basis. The majority of physical demand requirements are at levels of those for sedentary or office environment work. There are frequent work interruptions that can disrupt concentration and that require extra care when checking work. Members of the public can be verbally demanding or exhibit intimidating behaviors at times.

Signature

Supervisor's Signature

Date

Date

Nobles 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.



**FULL-TIME EMPLOYEE
OFFICE SUPPORT FLOATER**

EVALUATION

1. Performance evaluation at 30 days.
2. Performance annually and pay evaluation prior to each step increase.

PAY STEPS (Level 8 Pay Range)

Beginning pay	\$20.95/Hour
After 12 more months	\$21.63/Hour
After 12 more months	\$22.31/Hour
After 12 more months	\$22.99/Hour
After 12 more months	\$23.67/Hour
After 12 more months	\$24.35/Hour
After 12 more months	\$25.03/Hour
After 12 more months	\$25.71/Hour
After 12 more months	\$26.40/Hour

All pay steps are subject to acceptable performance evaluations, review and certification by the County Administrator. All employees are paid every other Friday.

PROBATION

The probationary period on employment is 6 calendar months for full-time employees. A probationary period is established as a qualifying period during which the Agency and the employee evaluate each other to determine if they each have a continuing interest in employment. Note: The length of probation may be extended by mutual consent when there are unresolved performance issues.

ANNUAL LEAVE (A/L)

It is the policy of Nobles County to provide employees necessary paid time away from work. Maximum accrual at the end of a calendar year is 480 hours for a full-time employee. Annual Leave is accrued on a prorated basis (hours worked).

Years of Service	Accumulated rate	Maximum Annual Accrual
1 st year of employment	6.155%	128 Hours
2 - 5 years	7.693%	160 Hours
6 - 10 years	9.234%	192 Hours
11 - 15 years	10.770%	224 Hours
16 - 20 years	12.309%	256 Hours
21 or more years	13.847%	288 Hours

HOLIDAYS

There are 10 paid holidays per year:

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Independence Day	Labor Day
Veteran's Day	Thanksgiving Day	Day after Thanksgiving
	Christmas Day	

PENSION

Public Employees' Retirement Association:

6.50% of the employee's gross income; 7.50% County Contribution

Social Security:

7.65% of the employee's gross income; 7.65% County match

UNION

This is a bargaining unit position. After one month of employment, you must decide whether or not to join the union, and if so you will pay union dues.

2022 INSURANCE Core Benefits include:

- < **Health insurance** is offered through Public Employees Insurance Program referred to as PEIP. Employees can choose from three networks and three benefit plans.
- < **Dental Insurance** pays 100% of Diagnostic and Preventive costs and 80% of Basic Services with a \$50 deductible with a maximum annual benefit of \$1,000.
- < **Life insurance** is \$25,000, doubled for accidental death or dismemberment (available for the employee only). Additional life insurance is available.

Employees can waive the core benefits but the county contribution is then forfeited. Individual selection is permitted at employee expense.

2022 employee coverage cost: 24 pay periods

(Rates include single dental and life insurance)

<u>HEALTH INSURANCE</u>	<u>Individual</u>	<u>Single + Spouse</u> <i>(Rates include individual)</i>	<u>Single + Children</u> <i>(Rates include individual)</i>	<u>Family</u> <i>(Rates include individual)</i>
Advantage Plan – VEBA	\$165.50	\$641.50	\$557.98	\$700.56
Value Plan – VEBA	\$109.57	\$507.24	\$440.53	\$551.01
HSA Compatible Plan – VEBA or HSA	\$0.00	\$242.36	\$208.80	\$255.96

- Notes:**
1. The above table reflects the employee cost based on **24 pay periods** after the county contribution has been applied.
 2. The county contribution includes a monthly contribution to the VEBA or HSA account of \$200.00 for Single coverage or Single+Spouse or \$315.50 for Family or Single+Children coverage.
 3. Part-time benefits are pro-rated
 4. Employees may waive Health, Dental & Life Insurance
 5. If the core benefits are waived the county contribution is forfeited.
 6. Family Dental is available for \$26.51/24 pay periods.
 7. New employees are eligible for insurance on the 1st of the month following the month of employment.

OTHER BENEFITS:

- Voluntary Vision, Term Life, Long Term Disability, Accident, Critical Illness and Hospitalization group insurance plans
- Deferred compensation
- Section 125 – Flexible Spending Accounts

- (1) All benefits pay and other information presented is accurate on the day it was presented and does not constitute a promise of future benefits, establish a contract or create a commitment to do any particular thing.
- (2) Nobles County reserves the right to change policies, practices, or conditions expressed in this document without notice as the County deems appropriate. Nobles County management may vary from all written and unwritten policies and practices if, in its opinion, the circumstances require.