

SNOHOMISH COUNTY JOB DESCRIPTION

PAYMENT PROCESSING SPECIALIST

Spec No. 6022

BASIC FUNCTION

Provide front line customer service assisting the public with detailed questions about property taxes, as well as responding to a high volume of taxpayer phone calls. Process and accurately receipt payments in excess of one billion dollars per year received in multiple tenders (cash, checks, credit card payments and electronic submittals) while simultaneously completing other detailed clerical tasks and balancing your drawer in a timely manner at the end of the day.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assists the public in person as well as by phone and email with often complex questions regarding the Revised Code of Washington (RCW) chapters that apply to the Treasurer's Office duties; directs taxpayers to the appropriate departments at County, State and Federal level.
2. Verifies and receipts tax payments from the public, the County's lockbox provider, regular mail, incoming wires, and other county department deposits involving large amounts of cash and checks while adhering to strict internal control policies to safeguard funds; requests appropriate refunds as needed.
3. Determines which accounts need a name and/or address change or other maintenance and accurately process that information.
4. Receipts and reconciles all payments received adhering to internal control procedures.
5. Processes all senior citizen tax exemption approval and denials; researches and determines fees, refund eligibility and taxes based on current R.C.W.'s.

STATEMENT OF OTHER JOB DUTIES

6. Performs other related duties as required.

MINIMUM QUALIFICATIONS

One year minimum high volume cash and multiple tender handling, balancing and administrative experience which includes one year minimum customer service experience; OR, an equivalent combination of education and/or experience may be substituted which provides the required skills, knowledge and abilities to perform the essential functions of the position as listed above. Must pass job related tests.

PREFERRED QUALIFICATIONS

Ten (10) key data entry with accuracy of 90%.

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SPECIAL QUALIFICATIONS

A typing score of forty-five (45) words per minute (wpm) required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- internal controls and segregation of duties to minimize exposure to fraud or theft standard office practices and procedures
- basic mathematics
- bookkeeping practices and procedures
- conflict resolution skills

Ability to:

- multi-task and change priorities swiftly to accommodate shifting business needs
- learn complex state law pertaining to taxes, bankruptcy, foreclosure and other special tax law and convey that information to the public to assist and direct them to the appropriate resources
- perform complex mathematical computations
- accurately and timely reconcile and balance a drawer consisting of multiple tender types
- meet deadlines and maintain focus in spite of interruptions
- establish and maintain effective working relationships with other County departments, management, peers and the general public
- deal tactfully and courteously with the public during volatile and emotional interactions
- analyze and categorize data
- organize information and multi task
- maintain ethical and professional standards of the office and county
- communicate effectively both orally and in writing

SUPERVISION

The employee receives direction from the Lead Cashier as assigned.

WORKING CONDITIONS

The work is performed in the usual office environment with six (6) + hours or more per day focusing on a computer screen. May be required to lift up to 50 pounds. May be required to occasionally work offsite.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: July 1977 as Cashier

Revised: July 1987, January 2008, October 2011, April 2013, November 2017, May 2018

Revised and Retitled: January 2014, August 2018

EEO Category: 6 – Administrative Support

Pay Grade: 308 – Clerical Pay Plan

Workers Comp: 5306 Non-Hazardous