

JOB DESCRIPTION
MARSHALL COUNTY, ALABAMA

PROBATE DIVISION SUPERVISOR – TAGS

JOB GRADE: 11

JOB CODE: 165

Department: Probate
Reports To: Chief Probate Clerk
Date: August 2015
FLSA: Non-Exempt
DOT Ref: 169.167.034

JOB DESCRIPTION

Oversees assigned division and supervise clerks assigned to division and satellite. Perform clerical work as needed, and conduct spot checks of work, in order to assure that work is being performed according to established procedures. Develops and transmits schedules and instructions to employees. Check the work of clerical employees on a daily basis to assure that collections balance. Respond to customers and citizens who come in, call, or email with questions about ad valorem taxes, penalties, or other functions of the Probate Department. Establishes and maintains effective relationships with other employees, public officials, and the public.

ESSENTIAL JOB FUNCTIONS

A. Oversee the assigned division of the Probate Department:

1. Assist with escalated customer issues as well as any internal operational issues.
2. Answer questions from employees pertaining to problems on tags, titles, driving licenses, business licenses and conservation.
3. Develop schedules and forms to be used to check up cash drawers.
4. Investigate problems, such as holds placed on renewals, and inform citizen of requirements to renew.
5. Coordinate work of satellite offices.

B. Perform various clerical functions related to division operations:

1. Balance daily collections and make necessary report to Accounting Clerk.
2. Print/Summarize records to transmit to State of Alabama, in accordance with laws and established procedures.
3. Communicate with State to resolve any computer systems problems.
4. Issue refunds, credits, and deletions related to Motor Vehicles, Business Licenses, and conservation.
1. Provide back-up for subordinates, as needed.
2. Issue and renew drivers, business, hunting and fishing licenses.
3. Register and renew car and boat registrations. Perform vehicle title work. Collect sales and ad valorem taxes.
4. Assist commercial customers on abatement processes and IRP tax refunds.

ESSENTIAL JOB FUNCTIONS (Continued)

- C. Perform miscellaneous support functions necessary for the functioning of the office:
1. Inventory and requisition supplies as needed.
 2. Order tags from the State when supplies are running low.
 3. Process renewal cards for tags, boats, and business licenses.
 4. Assist in installing new cartridges or toner to get equipment operating.
 5. Answer the telephone.
 6. Assure that satellite offices have needed supplies.
- D. Supervise assigned staff and assist with training:
1. Participate in pre-employment interviews and make hiring recommendations.
 2. Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.
 3. Review time and leave reports for assigned staff.
 4. Schedule vacation and time off for employees in division.
 5. Oversee and participate in staff training and development.
 6. Prepare and review performance appraisal and discuss with subordinates.
 7. Counsel employees regarding job performance and document in accordance with established procedures.
 8. Recommend disciplinary action as needed.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of basic mathematics sufficient to operate cash drawer and make calculations.
- Knowledge of modern office practices, procedures and equipment.
- Knowledge of basic filing systems and coding methods, including alphabetical, numeric, indexing methods, etc.
- Knowledge of Alabama codes related to tags, titles, licenses and conservation.
- Knowledge of the policies and procedures of the Probate Department.
- Knowledge of the principles of management and supervision.
- Ability to communicate both verbally and in writing.
- Ability to read and comprehend departmental rules, regulations, procedures and instructions.
- Ability to understand verbal instructions and directions.
- Ability to perform moderately complex mathematical calculations, with or without a calculator.
- Ability to operate basic office equipment, including computers and optical scanning equipment.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to interact with the public and provide information in a polite and efficient manner both in person, electronically, and on the telephone verbally explain the rules and procedures to the citizens in a clear and courteous manner.

KNOWLEDGE, SKILLS & ABILITIES (Continued)

- Ability to assign and review the work of subordinate staff.
- Ability to make decisions in accordance with precedents and regulations and to apply them to work situations.

MINIMUM QUALIFICATIONS

- Graduation from a standard senior high school or G.E.D. certificate plus five (5) years of experience in a Probate Office.
- Supervisory experience preferred.

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the ADA) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. Incumbent must be able to perform the essential functions of this position with or without reasonable accommodation.