

### PROBATE DIVISION SUPERVISOR - TAGS

**Department:** Probate

**Job Code:** 165

**Pay Grade:** 107

**FLSA Status:** Non-Exempt

**Reports To:** Probate Judge

#### JOB SUMMARY

The Probate Division Supervisor - Tags oversees assigned division and supervises clerks assigned to division and satellite offices. Performs clerical work as needed, and conducts 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. Checks the work of clerical employees daily to assure that collections balance. Responds 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

- Oversees the assigned division of the Probate Department.
- Assists with escalated customer issues as well as any internal operational issues.
- Answers questions from employees pertaining to problems on tags, titles, driving licenses, business licenses, and conservation.
- Develops schedules and forms to be used to check up cash drawers.
- Investigates problems, such as holds placed on renewals, and informs citizen of requirements to renew.
- Coordinates work of satellite offices.
- Performs various clerical functions related to division operations.
- Balances daily collections, processes online deposits and makes necessary report to Accounting Clerk.
- Prints and summarizes records to transmit to State of Alabama, in accordance with laws and established procedures.
- Communicates with State to resolve any taxpayer and computer system problems. Establishes new process.
- Processes credits and deletions related to Motor Vehicles, Business Licenses, and conservation.
- Provides back-up for subordinates, as needed.
- Issues and renews drivers, business, hunting, and fishing licenses.
- Registers and renews car and boat registrations, performs vehicle title work, and collects sales and ad valorem taxes.
- Assists commercial customers on abatement processes and IRP tax refunds.
- Performs miscellaneous support functions necessary for the functioning of the office.
- Inventories and requisitions supplies as needed.
- Maintains tag inventory.
- Processes renewal notices for tags, boats, and business licenses.
- Assists in installing new cartridges or toner to get equipment operating.
- Answers the telephone.
- Assures that satellite offices have needed supplies.
- Supervises assigned staff and assists with training.
- Participates in pre-employment interviews and makes hiring recommendations.
- Interprets and applies personnel policies, departmental policies, and other relevant policies and procedures.
- Reviews time and leave reports for assigned staff.

- Schedules vacation and time off for employees in division.
- Oversees and participates in staff training and development.
- Liaisons with software vendors regarding changes and coordinates related training for staff.
- Prepares and reviews performance appraisal and discusses with subordinates.
- Counsels employees regarding job performance and documents in accordance with established procedures.
- Recommends disciplinary action, as needed.
- Requires regular and prompt attendance plus the ability to work well with others and work well as a team.
- Performs other related duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

High school diploma or equivalent and five (5) years of experience in the Probate Office environment, or an equivalent combination of education and experience. Supervisory experience preferred.

#### **Licenses or Certifications:**

- None

#### **Special Requirements:**

- None

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

**PHYSICAL DEMANDS**

The work is light and requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following additional physical abilities are required: sufficient manual dexterity to handle paperwork, operate a computer, telephone, copier, and other related office equipment. Speaking at a level to convey information, hearing at normal speaking levels, mental acuity, repetitive motion, reaching, standing, and walking. Visual acuity at a level to view computer terminal, analyze data, read extensively, and at a level to determine accuracy and thoroughness of work assigned.

**WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

***Marshall County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or Personnel) Signature

\_\_\_\_\_  
Date

***Marshall County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The County's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.***