

The Canyon County Board of Commissioners considered and adopted the following Resolution which shall be effective on the 13th day of March, 2025

Upon the motion of Commissioner Van Beek and the second by Commissioner Pondakis the Board resolves as follows:

To adopt changes to the **job title of four (4) positions** in the **Treasurer's Office**.

One (1), Sr. Deputy Treasurer, salary grade 12, min. \$21.54 – max. \$30.50 hourly (min. \$44,803.20 – max. \$63,440.00 annually), position control number 005 208 639, FLSA Non-Exempt.

To

One (1), Customer Service Specialist - Treasurer, salary grade 11, min. \$18.00 – max. \$25.46 hourly (min. \$37,440.00 – max \$52,956.80 annually), position control number 005 208 639, FLSA Non- Exempt.

And

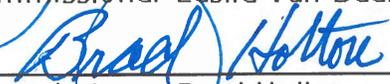
Three (3), Sr. Deputy Treasurer, salary grade 12, min. \$21.54 – max. \$30.50 hourly (min. \$44,803.20 – max. \$63,440.00 annually), position control numbers 005 208 492, 005 208 637, and 005 208 640, FLSA Non-Exempt.

To

Three (3), Sr. Customer Service Specialist - Treasurer, salary grade 12, min. \$21.54 – max. \$30.50 hourly (min. \$44,803.20 – max. \$63,440.00 annually), position control numbers 005 208 492, 005 208 637, and 005 208 640, FLSA Non-Exempt.

Updated Job Description and PCN List are attached.

- Motion Carried Unanimously
- Motion Carried/Split Vote Below
- Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
 Commissioner Leslie Van Beek			
 Commissioner Brad Holton	X		
 Commissioner Zachary Brooks	X		

Attest: RICK HOGABOAM, CLERK

JRoss
Deputy Clerk

Date: 03.13.25

25-039



Customer Service Specialist Treasurer

Department: Treasurer's Office
FLSA Designation: Non-Exempt

Pay Grade: 11
Effective Date: 03/2025

Job Summary

A Customer Service Specialist - Treasurer serves as the primary point of customer service for processing and collecting tax payments, responding to inquiries, and providing property tax information to the public. This role also involves performing general clerical tasks, accounting support, and maintaining records for the County Treasurer's Office. This position is required to learn the property tax collection process to assist taxpayers as needed. The Customer Service Specialist - Treasurer must effectively communicate with the public, including in potentially adversarial situations. Supervision is provided by the Chief Deputy Treasurer, with Sr. Customer Service Specialist - Treasurer available for guidance on uncommon issues or situations.

Key Responsibilities

Customer Service:

- Greets and assists taxpayers either in-person, phone or written correspondence by providing information, resolving complaints and clarifying processes and procedures;
- Performs administrative tasks to support operations and efficiencies;
- Provides property tax information to taxpayers, title and mortgage companies, attorneys, realtors and the public.

Cash Management:

- Processes and collects tax payments by County taxpayers; posts payments into the County Tax Roll System and departmental cashing module;
- Maintains and balances a daily cash drawer; prepares and reconciles daily cash deposits.

Accounting:

- Prepares demand for payment notifications to taxpayers; follows-up to ensure appropriate payment;
- Prepares and issues Writ of Execution and follows-up to ensure appropriate payment for unpaid personal property or mobile homes;
- Prepares and processes accounts payable;
- Applies standardized mathematical formulas to calculate and pro-rate tax charges, late charges, interest and other costs.

Compliance and Auditing Support:

- Investigates business closings to obtain location of security assets; documents verbal claims made to avoid payment of tax obligations;
- Obtains and reviews documents and information available to determine creditworthiness;
- Prepares tax notices for mailing;
- Conducts research and provides documentation to auditors, tax accountants and the public.

Other Duties:

- Completes special research assignments;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices;
- All other duties as assigned.

Qualifications

Skills and Abilities:

- Strong clerical, cash handling, accounting, and customer service skills
- Skilled in identifying and resolving financial discrepancies and issues
- Ability to communicate verbally and in writing
- Ability to follow verbal and written directions
- Ensures the confidentiality and security of sensitive financial information
- Demonstrates precision and attention to detail in managing financial transactions and records
- Ability to manage multiple tasks and meet deadlines
- Familiarity with accounting software, spreadsheets, and other relevant software;
- Strong ability to collaborate effectively with the treasurer and other staff members
- Ability to handle most duties with minimal supervision.

Special Qualifications

- Must successfully complete a background investigation through the National Crime Information Center (NCIC).

Education and Experience

- High school diploma or GED equivalency is required, preferably supplemented with course work in accounting, math or other business applications; and
- One (1) to two (2) years consecutive and proven success in cash handling, accounting, billing, clerical and/or customer service, preferably in a municipal office position; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Clear speech with or without accommodation, to effectively convey detailed or important instructions or ideas accurately, loudly and/or quickly
- Sufficient clarity of hearing with or without accommodation to enable the employee to hear average or normal conversations and receive ordinary information
- Visual acuity, with or without accommodation, to read instructions, review and organize documents
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks
- Ability to lift 15 lbs

Disclaimer

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

Canyon County is an Equal Opportunity Employer. Employment decisions related to recruitment and selection are made without regard to race, color, religion, sex, national origin, age, disability or genetics.

05 - TREASURER - SEVEN (7) POSITIONS FOR FY 2025

<u>TITLE</u>	<u>Position Numbers</u>
<u>One (1) Elected Official</u>	
ELECTED OFFICIAL	005 208 531
<u>One (1) Chief Deputy</u>	
CHIEF DEPUTY	005 208 532
<u>One (1) Banking and Finance Manager</u>	
BANKING AND FINANCE MANAGER	005 208 636
<u>Three (3) Sr Customer Service Specialist - Treasurer</u>	
SR CUSTOMER SERVICE SPECIALIST - TREASURER	005 208 492
SR CUSTOMER SERVICE SPECIALIST - TREASURER	005 208 637
SR CUSTOMER SERVICE SPECIALIST - TREASURER	005 208 640
<u>One (1) Customer Service Specialist - Treasurer</u>	
CUSTOMER SERVICE SPECIALIST - TREASURER	005 208 639