

# **Baxter County Deputy Clerk-Front Desk/Child Support Job Description**

**Exempt:** No  
**Department:** BAXTER COUNTY & CIRCUIT CLERK'S OFFICE  
**Reports To:** County & Circuit Clerk/Chief Deputy Clerk  
**Location:** Not indicated.  
**Date Prepared:** January 10, 2018  
**Date Revised:** July 6, 2018

## **GENERAL DESCRIPTION OF POSITION**

This Deputy Clerk will work with and assist the general public, all attorneys, Judges, realtors, other county employees, and Elected Officials, whether in person, by phone, or mail, and performs related work as required. Will be cross-trained and available to perform any duties of the Clerk's Office as needed.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide excellent customer service, and complete all job duties with excellence and accuracy.
2. Answer phones and provide assistance as needed.
3. Assist the general public in obtaining information regarding public documents/records maintained by the Clerk's Office.
4. Collect, document, and distribute child support payments from court-ordered payers, and maintain all records pertaining to child support ordered to be paid through the Clerk's Office.
5. Maintain statements and accountings for child support maintenance fees.
6. Maintain office inventory and replenish as necessary.
7. Issue, record and computerize marriage records.
8. Maintain database of County Boards, Elected Officials, and other appointments.
9. Provide backup and assistance to Accounts Payable Deputy as needed.
10. Schedule appointments for Equalization Board prior to and during their annual sessions.
11. Develop and maintain a schedule for disposing of records as appropriate in accordance with the Arkansas Records Retention Schedules.
12. Open mail daily, and distribute to appropriate department/deputy clerk.
13. Receive and maintain candidate filings, forms, etc.
14. Register voters and assist as needed with early voting and other election processes.
15. Run reports to balance cash receipts every day and make bank deposits.

16. Balance and reconcile accounts at the end of each month, and prepare the monthly settlements and reports. Distribute to appropriate entities.
17. Gather information and prepare reports for auditors as needed.
18. Maintain all commissioner and trust accounts and balance monthly; maintain corresponding receipt journals and balance sheets.
19. Cross-train with other Deputy Clerks and assist as needed.
20. Assist Clerk with other duties as assigned.
21. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 7 to 11 months related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

## **CRITICAL THINKING SKILLS**

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Notary Public.

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Database

Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

**PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

**DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

**MENTAL DEMAND**

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

**ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

**RESPONSIBILITY FOR WORK OF OTHERS**

Responsibility for work of others: Not indicated.

**RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

**ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

**ACCOUNTABILITY****FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

**ANNUAL MONETARY IMPACT**

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

**IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

**PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-

initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

### **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

### **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

### **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Highly repetitive, low physical. Highly repetitive type of work which requires concentration in the performance of tasks for consistent time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, talk or hear; frequently required to stand, walk, sit, reach with hands and arms; an. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

### **ADDITIONAL INFORMATION**

Interrelationships: All County Elected Officials, the General Public, Employees in all County Departments, Employees in City and State Government Offices, Judicial Personnel, Auditors, Attorneys, Abstractors, Real Estate Agents, Surveyors, and Vendors.

### **PERFORMANCE STANDARDS:**

Satisfactory performance will be achieved when this Deputy Clerk completes all responsibilities required in an efficient, neat, and timely manner, and has a complete understanding of the duties performed, can interact with all in a courteous and efficient manner, has the ability to handle situations with ease, and understands the importance of his/her role as it reflects and relates to the responsibilities of the County & Circuit Clerk.

**POSITION QUALIFICATIONS:**

- Must have excellent customer service and interpersonal skills, both in person and on the phone.
- Must be detail oriented, have strong multi-tasking and organizing ability.
- Must be computer literate, and able to operate basic office equipment such as multi-line phone, fax, copier, typewriter, and calculator.
- Must be willing to represent the County & Circuit Clerk's Office in a positive manner at all times.
- Must be able to type fluently and accurately.

Confidentiality: There are some very confidential records maintained in the County & Circuit Clerk's Office, which requires absolute confidentiality of the staff. Adoption records, juvenile records, and warrants are not public information, and cannot be viewed by anyone without an order from the Court. Warrant information is not public record until the warrant has been returned served, and a case file is set up. A mistake in this area could cost the employee their job

Nothing herein shall constitute an employment contract. This job description describes the basic duties to be performed, but does not list all duties. The job description may be changed by the supervising Elected Official.