



CASCADE COUNTY

Job Vacancy Announcement

Submit all application materials to:
Cascade County Human Resources Department
325 2nd Ave N #108
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., www.cascadecountymt.gov or Job Service.

Position: Clerk
Schedule: Full-time with Benefits
Department: Treasurer's Office

Salary: \$15.45 per hour
Closing Date: Open Until Filled
Department Administrator: Diane Heikkila

At a minimum, all qualified applicants must have:

- High School Diploma, HSE or GED equivalent required.
- Two (2) years of retail experience preferred.

Each applicant is required to provide the following:

- ✓ Completed Cascade County Employment Application.
- ✓ Data Entry Test (min 4500 KSPH) Must be current within last 6 months and submitted with application.
- ✓ 10-Key Test (min 4000 KSPH) Must be current within last 6 months and submitted with application.
- ✓ Answers/responses to Supplemental Questions. (Located at the bottom of last page)

Data Entry and 10 Key testing are available online or at Job Service.

JOB SUMMARY

The Treasurer's Clerk performs a wide variety of specialized clerical duties such as filing, typing, data processing, answering telephones and customer service. Duties include accepting payments for both property taxes and motor vehicle transactions, updating customer, vehicle and property records, responding to mail and e-mail transactions and performing related work as assigned or required. All transactions require upholding both County statutes and state laws.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Processes credit card, check and cash payments for taxes on real estate, mobile homes and personal property, corresponds by mail with tax payers, processes credit card, check and cash payments for all motor vehicle transactions, including yearly registration renewals, reprinted registrations and reprinted receipts, operates multi-line phones, prepares and processes title work for newly purchased cars, trucks, motorcycles, trailers, boats, ATVs and recreational vehicles from both private parties, lenders and dealerships nation-wide, processes and distributes temporary registrations for all types of vehicles and trailers, processes and orders personalized plates for customers, files liens on all vehicle types, maintains files for motor vehicle documents, verifies eligibility for military exemptions, verifies residency for the State of Montana, verifies specialty plate eligibilities, such as Firefighter plates, disabled veteran plates, purple heart plates, handicapped plates and veteran plates, processes the purchase of GVW for semi-trucks, verifies form 2290's for highway use taxes paid, maintains working files for title work with problems, answers and assists customers with title questions, vehicle questions and forms, researches motor vehicle and property tax issues, performs other duties as required or assigned.

Knowledge and understanding of: Basic computer functions, money handling, professional telephone etiquette.

Skills in: Data entry, 10-key, customer service.

Ability to: Proficiently operate a computer to complete required job duties, interact with the public or other employees in a professional, respectful and courteous manner, interact with challenging individuals and display sound judgment under stressful situations, review and comprehend written materials, pay attention to detail and accuracy, observe established lines of authority, follow verbal and written instructions, multi-task and maintain concentration during frequent interruptions, maintain strict standards of confidentiality, interpret and apply laws, policies and procedures, exercise sound judgment and decision-making skills within established standards, policies and procedures, communicate in a professional and effective manner with others both orally and in writing, lift boxes of license plates and reams of paper up to 30 lbs., work in a business environment according to all professional standards of ethics, legal procedure and decorum, identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements, work independently and as a team member with minimal supervision, demonstrate punctuality and observe established work hours, accept responsibility and be self-motivated.

The successful applicant shall serve a 6-month probationary period. All new hires will be required to undergo a fingerprint background check and must successfully meet and maintain Cascade County's and the State of Montana's implemented or required security approvals to obtain and maintain employment with the Cascade County Treasurer's Office, Motor Vehicle Division.

This position is covered by and subject to the Collective Bargaining Agreement by and between Teamsters Local Union #2 and the Cascade County Office and Clerical Employees.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference must provide a DD-214 Discharge Document (Part 4) or DPHHS Handicap Certification and Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Supplemental Questions

Instructions:

Please answer the two supplemental questions below.

This will allow you an opportunity to present more complete and specific details regarding your qualifications.

Your response must be printed clearly or typed on standard 8" X 11" white paper with your name and position applying for printed or typed on top of each page.

Each answer may be no more than 500 words in length, preferably less.

Your answers should be clear and concise, as the hiring team will view your answers as a sample of your written communication skills.

This supplemental is reviewed separately from the county application and is part of the evaluation process.

Your answers must be complete, as the hiring team will not refer back to the resume or application.

- 1. Describe in detail a personal experience providing customer service where the outcome was positive.**
- 2. Describe in detail a personal experience providing customer service where the outcome was negative.**