

**HUMAN RESOURCES COMMITTEE
JULY 23, 2018, 5:30 PM
ROOM 200**

AGENDA

1. Tax Collector-A request for various re-rates to current positions within the House to House Collections Department.

- A. **House to House Clerk II**-update to current job description. The updated job description is attached for your review.

Minimum	Midpoint	Maximum	TP-Current	Current Salary
\$22,344	\$27,930	\$33,516	464	\$24,108 avg. *currently 3 positions
Minimum	Midpoint	Maximum	TP-current	Request Salary
\$22,788	\$28,486	\$34,183	484	\$0

- B. **House to House Clerk III**-title change and new job description. Request to change one of the current House to House Clerk II positions to House to House Clerk III. The new job description is attached for your review.

Minimum	Midpoint	Maximum	TP-Current	Current Salary
\$22,344	\$27,930	\$33,516	464	\$24,108 avg.
Minimum	Midpoint	Maximum	TP-current	Request Salary
\$26,878	\$33,597	\$40,317	622	\$0

- C. **House to House Billing and Collections Assistant Supervisor**-title change and new job description. Request to change one of the current House to House Clerk II positions to House to House Billing and Collections Assistant Supervisor. The new job description is attached for your review.

Minimum	Midpoint	Maximum	TP-Current	Current Salary
\$22,344	\$27,930	\$40,317	464	\$24,108 avg.
Minimum	Midpoint	Maximum	TP-current	Request Salary
\$28,745	\$35,931	\$43,117	685	\$0

2. **Selection of Employee of the Month for June.** Three nominations have been submitted and are included for your review.
3. Other Business
4. Adjourn

GARLAND COUNTY
Position Description

JOB TITLE: House to House Clerk II

Exempt (Y/N): No

DEPARTMENT: GCDES

DATE PREPARED: May 2018

SUPERVISOR: HousetoHouseBillingAsst.Supervisor

SUMMARY: The Clerk is responsible for the collections of trash payments and the issuance of accurate receipts for payments. Payments may be received at the payment window where he or she collects the payments in person. Payments made through the mail must be opened, sorted, and entered into the computer system by the Clerk. Payments dropped off in the “drop boxes” (located on the door of the office and outside the building in the alley) must be collected, opened, sorted, and entered into the computer system by the Clerk. He or she is responsible for informing payers about the online options available for paying trash, and should assist payers with the online process as appropriate. The incumbent is responsible for resolving problems and taking questions from the payers (either in person, email, or by phone) pertaining to issues such as delinquent trash payments, address changes, cart repair, opening and closing accounts. The person holding this position must ensure that each situation is handled according to Garland County policies. Anyone holding this position must be level-headed and be able to multi-task. The Clerk will be required on occasion to talk to customers who are irate and to calm them down as much as possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, with other duties as may be assigned.

1. Assists with daily collection of monies. Responsible for window receipting of monies, commonly in excess of \$10,000, making change, and record keeping as needed.
2. Responsible for posting daily window receipts, commonly exceeding \$10,000.
3. Responsible for ensuring receipts correctly reflect credit on customers' accounts.
4. Ensure prepayments and associated discounts are properly applied to accounts for the correct billing periods.
5. Is responsible for daily cart update in customer accounts and send reports to haulers as needed.
6. Establishes new accounts, closes accounts, and updates customer accounts as needed.
7. Responsible for follow-up of tax identification numbers, researching current addresses, finding customers through various county agencies and other sources.

8. Verifies outstanding accounts receivable with Tax Collector through tax identification numbers, coordinating flags on customer with Tax Office.
9. Answers questions from customers about the service and helps resolve problems and complaints in a polite and courteous manner.
10. Handles basic office functions in a timely and efficient manner.
11. Runs errands as required.
12. Performs all activities in a professional manner to ensure maximum cooperation with other operations and the public.
13. Answers telephone, takes requests for new accounts and requests for termination of service.
14. Is expected to fill in for other clerks in their absence.
15. Responsible for safe operation of various equipment valued at under \$10,000.
16. Must correctly be able to take credit card payment and explain convenience fees to customers.
17. Will enter in/scan forms and send follow up letters to customers.
18. Responsible for researching all return mail and finding new addresses when possible.
19. Gathers deeds from the Assessor's Office to look for correct owner of property for trash bills quarterly.
20. Help with all other assignments in the department as needed when time permits.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); minimum of one (1) year experience and training in the use of a computer, accounting or bookkeeping and two (2) years general office experience. For experience, related coursework may be substituted.

OTHER SKILLS AND ABILITIES:

The incumbent must possess excellent communication, interpersonal and problem solving skills when dealing with customers and other employees. The incumbent must possess general knowledge in all aspect of House-to-House collection operations, and must be able to communicate such knowledge effectively with other employees and the public, when necessary. Basic office skills shall include the operation of computers, 10-key, FAX, copy machines, and telephone system. Regularly required to use basic office software.

PHYSICAL DEMANDS:

The physical demands 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.

While performing the duties of this job, the employee is regularly required to walk, sit, use hands to handle or feel objects/controls, talk and hear.

Specific vision abilities required by this job include distance vision, close and color vision, peripheral vision, and the ability to adjust focus.

The employee may occasionally be required to lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the 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 quiet/moderate.

GARLAND COUNTY
Position Description

JOB TITLE: House to House Clerk III

Exempt (Y/N): No

DEPARTMENT: GCDES

DATE PREPARED: April 2018

SUPERVISOR: House to House Billing Asst. Supervisor

SUMMARY: The Clerk is responsible for the collections of trash payments and the issuance of accurate receipts for payments. Payments may be received at the payment window where he or she collects the payments in person. Payments made through the mail must be opened, sorted, and entered into the computer system by the Clerk. Payments dropped off in the “drop boxes” (located on the door of the office and outside the building in the alley) must be collected, opened, sorted, and entered into the computer system by the Clerk. He or she is responsible for informing payers about the online options available for paying trash, and should assist payers with the online process as appropriate. The incumbent is responsible for resolving problems and taking questions from the payers (either in person, email, or by phone) pertaining to issues such as delinquent trash payments, address changes, cart repair, opening and closing accounts. The person holding this position must ensure that each situation is handled according to Garland County policies. Anyone holding this position must be level-headed and be able to multi-task. The Clerk will be required on occasion to talk to customers who are irate and to calm them down as much as possible. This clerk will handle complicated transactions and will cross-train with the assistant supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, with other duties as may be assigned.

1. Assists with daily collection of monies, depositing, accounts receivable and balancing accounts as needed. Responsible for window receipting of monies, commonly in excess of \$10,000, making change, depositing daily receipts and record keeping as needed.
2. Responsible for posting daily window receipts, commonly exceeding \$20,000, and entering and posting monthly bank drafts (when necessary).
3. Responsible for ensuring receipts correctly reflect credit on customers’ accounts.
4. Ensure prepayments and associated discounts are properly applied to accounts for the correct billing periods.
5. Is responsible for daily cart update in customer accounts and send reports to haulers as needed.
6. Establishes new accounts, closes accounts, and updates customer accounts as needed.

7. Responsible for follow-up of tax identification numbers, researching current addresses, finding customers through various county agencies and other sources.
8. Verifies outstanding accounts receivable with Tax Collector through tax identification numbers, coordinating flags on customer with Tax Office.
9. Answers questions from customers about the service and helps resolve problems and complaints in a polite and courteous manner.
10. Help educate property owners, tenants, and landlords about the ordinances, and obtaining updated contact information and registration forms appropriate to circumstances.
11. Handles basic office functions in a timely and efficient manner.
12. Maintain inventory of general office supplies. Reports to supervisor/assistant supervisor when supplies are needed.
13. Runs errands as required.
14. Performs all activities in a professional manner to ensure maximum cooperation with other operations and the public.
15. Must be able to process the printing of bills each quarter as needed.
16. Answers telephone, takes requests for new accounts and requests for termination of service.
17. Is responsible for daily cart update and reports as needed.
18. Is expected to fill in for other clerks in their absence.
19. Responsible for safe operation of various equipment valued at under \$10,000.
20. Must correctly be able to take credit card payment and explain convenience fees to customers.
21. Will enter in/scan forms and send follow up letters to customers.
22. Responsible for researching all return mail and finding new addresses when possible.
23. Gathers deeds from the Assessor's Office to look for correct owner of property for trash bills quarterly.

24. Help with all other assignments in the department as needed when time permits.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); minimum of three (3) year experience and training in the use of a computer, accounting or bookkeeping and three (3) years general office experience. For experience, related coursework may be substituted.

OTHER SKILLS AND ABILITIES:

The incumbent must possess excellent communication, interpersonal and problem solving skills when dealing with customers and other employees. The incumbent must possess general knowledge in all aspect of House-to-House collection operations, and must be able to communicate such knowledge effectively with other employees and the public, when necessary. Basic office skills shall include the operation of computers, 10-key, FAX, copy machines, and telephone system. Regularly required to use basic office software.

PHYSICAL DEMANDS:

The physical demands 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.

While performing the duties of this job, the employee is regularly required to walk, sit, use hands to handle or feel objects/controls, talk and hear.

Specific vision abilities required by this job include distance vision, close and color vision, peripheral vision, and the ability to adjust focus.

The employee may occasionally be required to lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the 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 quiet/moderate.

**Garland County
Position Description**

Job Title: House to House Billing and Collections Assist. Supervisor

Exempt (Y/N): No

Department: GCDES

Date Prepared: April 2018

Supervisor: Tax Collector

Summary:

The House-to-House Billing and Collections Assist. Supervisor must be able to step in and relieve a House to House Clerk and Assist them with issues. When the Supervisor is away from the office for any reason they will need to fill in and take over all of their duties. They will be the supervisor the House to House Clerk reports to first for any help. In the absence of the Supervisor they will be responsible for daily deposits, balancing, and monthly settlements. They will also be responsible for helping with the entering of bank drafts and balancing INA (credit card) payments daily. Their daily work will include answering phones, opening mail, handling problems, entering payments, and adding checks to balance with daily reports. This person will need to try and handle problems before getting the Billing and Collections Supervisor.

Essential Duties and Responsibilities include the following with other duties as may be assigned:

1. Daily collection of monies, depositing cash, scanning checks into bank application, accounts receivable and balancing accounts and associated record keeping.
2. Enter and post daily window receipts, payment batches.
3. Balancing of monthly, quarterly, and yearly bank drafts before and after posting.
4. Printing INA reports, entering and process payments, and balancing of credit card payments.
5. Ensure bank batches are correct and reflect equivalent credits and discounts on customer's accounts.
6. Process, research and collect on check/draft payments returned unpaid by Bank. May be required to process non-sufficient funds (NSF) checks through the Prosecuting Attorney's Office.
7. Assist in the daily cart updates and reports as needed.
8. Establish new accounts, close accounts, and make changes to customer's accounts as needed including entering work orders into the system for delivery, repair, or

pick-up of cans, entering charges for new customer, additional services, and final statements.

9. Obtain approval for payment agreements with the appropriate documentation and maintain up-to-date customer hard-copy files of agreements signed by customers.
10. Educate property owners, tenants, and landlords about the ordinances, and obtaining updated contact information and registration forms appropriate to circumstances.
11. Follow up of personal property ID numbers, researching current address, finding customers through various county agencies and other sources.
12. Resolves problems and complaints in a polite and courteous manner.
13. Handles basic office functions in a timely and efficient manner including answering the telephone when needed.
14. Order supplies as needed.
15. Performs all activities in a professional manner to ensure maximum cooperation with other operations and the public.
16. Responsible for writing up credits and debits with proper documentation, and entering credits and debits after they have been approved.
17. Complete process of balancing all account adjustments, deposits removed, and credits to accounts.
18. Process refunds to be paid by Claim and ensure accounts are cleared of credit balances and are inactive.
19. Processing balance write-offs resulting from Statue of Limitations policy (3+ year old balances are uncollectible).
20. Perform duties of clerks in their absence.
21. Help in all other areas of the department as needed and with any duty assigned by supervisor.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school diploma or general education degree (GED); minimum of six (6) years of experience and training to the use of a computer, accounting or bookkeeping and six (6) years of general office experience.

Other Skills and Abilities:

He or she should possess basic computer skills; knowledge of calculators, fax machines, copier/scanners and etc. Good knowledge of Word and Excel. Excellent skills when dealing with customers and the understanding of the ordinances set by the Quorum Court. Incumbent is responsible for county capital assets in excess of \$1,000,000.

Physical Demands:

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee must occasionally lift and/or move up to 50 pounds with assistive equipment. Specific vision abilities required by this job include the ability to adjust focus, distance vision, and close vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the 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.

**NOMINATION FORM
Garland County
"Employee of the Month"**

Employee: Michelle Hessee **Department:** Finance Department

Position: Payroll Administrator **Month:** July
Date of Hire in Finance: 10/08/17 **Date of Hire by the County** 9/08/14

Why do you feel this employee deserves to be "Employee of the Month?" Give specifics of the employee's achievements during the month. Your nomination must be clearly justified, or it will not be considered. (Additional information may be attached.)

Michelle has been an excellent employee, and I feel very blessed to have her on our team. Last October when she took the position as Payroll Administrator, Michelle had no problem learning the payroll software and procedures. She had prior experience and knowledge of the federal and state tax laws that kept our county on track. See below for a few of the savings and ideas that Michelle had a hand in since she started:

1. When the county discovered the need to pay off the District Judges retirement with the city, Michelle found several other employees that needed to be added to APERS. Michelle along with other departments and our team, worked with APERS to make corrections and get the county into compliance.
2. Last year Michelle also discovered that our Quorum Court had been overpaid from prior years due to a COLA duplication. Michelle reconciled the errors and corrected the pay before the year-end. This kept our budget on track.
3. In December, Michelle brought it to my attention that the county had the opportunity in 2018 to take advantage of a voluntary payment, to get a rate reduction on unemployment insurance. The rate was 1.1%, and the voluntary payment reduced the rate to .8%. Which saved our county approximately \$14,460 in 2018.
4. In March due to an employee questioning their accrual balance, Michelle discovered that nine employees who were previously in two budgets had received double accruals on vacation, sick leave, and compensatory time in several years. She spent countless hours figuring, reconciling, and adjusting payroll to correct this issue. Which saved our county \$6,613.87.
5. In implementing our new overtime policy, Michelle worked tirelessly with our team to get the compensatory time reconciled and paid before the June 30th deadline.
6. This month (July) Michelle has moved us into the 21st century. We are now paying our benefits electronically. Which will save our county time and money.
7. Due to Michelle's attention to detail, our software provider has made several enhancements to our financial payroll system. They have commented numerous times how the Finance Department at Garland County makes them better.

Michelle is always willing to learn and grow. She has attended several training seminars (Pryor- "HR & Payroll" & "How to be a better Communicator; also a National Park Community College seminar for "Administrator"). As anyone in this county can tell you, Michelle has a wonderful attitude. She is always cheerful and able to work with anyone under all circumstances. She is always respectful, helpful, and empathetic when dealing with our employees and their needs, which is very important to me.

Susan Ashmae, CPA
Elected Official or Department Head Signature

7/13/18
DATE

NOMINATION FORM
Garland County
"Employee of the Month"

EMPLOYEE: JOHN MULDOON **DEPARTMENT:** JUVENILE COURT

POSITION: PROB. OFFICER **MONTH** JUNE 2018 **DATE OF HIRE** 1/29/18

Why do you feel this employee deserves to be "Employee of the Month?" (Give specifics of the employee's achievements during the month. Your nomination must be clearly justified or it will not be considered. Additional information may be attached.)

John Muldoon is the newest Probation Officer to join the Juvenile Court staff. You would never know it though! His ties to the community and his knowledge of the courts has enabled him to hit the ground running!

He truly cares about the Juveniles that are assigned to his caseload. He's very loyal, dedicated and his recommendations to the Court are always well thought out and presented in a professional manner.

John has already served on numerous committees here in the office. He's always enthusiastic and willing to do whatever it takes to get the job done. He always has great suggestions and brings a fresh perspective to whatever issue is at hand.

Overall, John always finds ways to go above and beyond for Juveniles in the Court system, as well as for his co-workers. He has a great sense of humor, is always willing to help out when or where needed and gets along well with all of his colleagues as well the public. John is a great Garland County employee and very deserving of the designation of "Employee of The Month" for June 2018.



Elected Official or Department Head Signature

7/16/18

DATE

**NOMINATION FORM
Garland County
"Employee of the Month"**

EMPLOYEE Sydni Smith **DEPARTMENT** Garland County 911 Comm. Center
POSITION Dispatch Center Supervisor **MONTH** June **DATE OF HIRE** 10/05/2014

Why do you feel this employee deserves to be "Employee of the Month?" (Give specifics of the employee's achievements during the month. Your nomination must be clearly justified or it will not be considered. Additional information may be attached.)

Sydni Smith started with the Garland County Sheriff's Office in October of 2014 as a dispatcher. Since moving to the 911 Communication Center in January of this year, and being promoted to the 911 Communication Center Supervisor, Sydni has excelled and gone above and beyond the expectations of her job description!

Sydni has contributed ideas and policy suggestions that would decrease department overtime and extra help requests, thus saving the County money. She has consistently demonstrated loyalty and dedication by working numerous split shifts, graveyards, filling in when employees are sick, staying late and coming in early, to ensure that the safety of the public and our Law Enforcement partners were adequately maintained. She has worked tirelessly researching, developing and implementing time saving features into our new CAD system that both make the system more efficient to use and, more importantly, making more information available to our partners, thus keeping the public safer.

Sydni has achieved these successes by working many 12-14 hour days, while still maintaining a full educational schedule as she strives for her degree in Criminal Justice, which will be completed after the summer and fall semesters this year! Though she has spent countless days working for 8 hours, leaving to attend school, then returning to work 4-6 additional hours that same day, she has always maintained a smile on her face and a level of enthusiasm for this project that is indicative of the kind of work ethic and professionalism that we would all like to achieve. She has proven her ability to work under extremely difficult circumstances and the pressures of a new supervisory position, while maintaining and building relationships with her co-workers, other County employees, vendors and the public.

It is with enthusiasm and a great sense of pride that I nominate Sydni Smith for Garland County Employee of the Month, for the month of June 2018!


Elected Official or Department Head Signature

07/12/18

DATE