



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **SCOFFLAW DEPUTY CLERK I**
Grade: 05

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Performs moderately complex (journey-level) clerical work; Work involves support tasks primarily involving customer service and clerical activities which may include: processing inquiries and requests for information, entering and maintaining data, cashiering. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

Assisting in the Administration of Scofflaw Program. Will assist with overall responsibility of one or more IT projects in probing and flagging MV License plates with Texas Department of Transportation. Compile and analyze data for the Department Of Budget and Management for Scofflaw Collections.

EXAMPLES OF WORK PERFORMED

Hold offenders financially accountable

Increase collections of fines and fees owed to County

Verify driver's license with Scofflaw Database program in order to see if the customer owes an outstanding fine before selling registration renewals

Answer questions regarding customers who failed to pay outstanding fees and fines

Train employees on the Scofflaw program and explain why we cannot register their vehicle

Explain what steps need to be taken before they can register their vehicles

Communicates with Justice of the Peace who setup partial payment plans, dismissals, appeals, Judicial Action or Clerical Corrections for customers

Ensure all Scofflaw Denial Notice/Release letter have been collected

Ensure all subcontractor customers are not on the scofflaw database before registration is to be processed

Report and Measure Program Success on how many accounts are cleared and how much the office helped collect in fines

Report on how many outstanding records fines have been denied and reported on the loss of time and money in registration fees have been lost due to scofflaw registration denied

Audit employee scofflaw denials

Performs general clerical duties as required, including filing, indexing and recording, making copies, sorting, stuffing and mailing documents

Enters information on office records to the computer and retrieves information to respond inquiries

Type correspondence and other documents and materials using a typewriter and/or processing software

Assist the public in person or by telephone, convey messages, make telephone calls, faxes and distributes mail

Ability to work well with others

Regular attendance is a must

Performs related duties as required

EDUCATION AND EXPERIENCE

Graduation from a high school

One (1) year of general office experience or an equivalent combination of experience and training which provides the required knowledge, skills and abilities

One (1) year of related experience may be substituted for one (1) year of education

Bilingual (Spanish and English) with the ability to converse fluently in both languages

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Ability to read, interpret and accept documents such as safety rules, operating and maintenance instructions and procedures manuals

Ability to fill out reports, answer routing correspondence and speak effectively to the public

Ability to deal with problems involving several concrete variables in standardized situations

Ability to operate a computer, typewriter and other basic office equipment

Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the county

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations