



Town of Elsmere

Job Description

Tax Clerk II

Pay Grade	FLSA Status	Last Reviewed
11	Non- Exempt	December 2025

POSITION OVERVIEW:

This position is responsible for the overall preparation and maintenance and accuracy of the Town's property tax records. Responsibilities include overseeing tax collections and billing, balancing, and verifying all property tax records, maintaining complex tax records and preparing periodic summary reports. The position has the primary responsibility for accuracy and maintenance of all records associated with property taxes including legal and financial records. Additionally, this position is the first point of contact in the Finance Department, responsible for greeting visitors, answering department phone calls, and performing administrative tasks. The tasks of this position are performed with independent judgment and under periodic reviews by the Finance Director and Town Manager.

ESSENTIAL FUNCTIONS:

- Process payments accurately and efficiently via various methods, including in-person transactions and phone payments;
- Manage accounts receivable and installation payment agreements by monitoring aging reports to identify overdue accounts;
- Cross trains in the duties and responsibilities of the Account Clerk I, II & III position in order to assist in their absence;
- Cross trains in the duties of the Voluntary Assessment Center Clerk in order to assist in their absence;
- Establishes computer files for each tax parcel within the Town;
- Prepares all tax related bills and payments;
- Maintains tax exemption files and manages the annual exemption/credit application process;
- Updates and reviews for accuracy all tax transfers, liens, and monitions;
- Reviews all files for accuracy and makes corrections and updates as needed;
- Communicates and works closely with the Town Solicitor and his office;
- Communicates and works closely with the New Castle County Property Tax Department;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service;
- Performs such other duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- General knowledge of accounting practices and principles;
- Office terminology;
- Legal terminology related to tax collection.

Possess the Ability to:

- Provide excellent customer service while managing sensitive financial discussions with empathy and professionalism to maintain positive customer relationships whenever possible;
- Adjust or adapt to evolving business needs and unexpected challenges;
- Communicate professionally with other employees and the general public in face-to-face one-on-one settings or using a telephone and e-mail;
- Prepares reports and forms using a keyboard device;
- Remain in a sitting position for extended periods of time;
- Work cooperatively with other Town employees and the public;
- Make mathematical calculations rapidly and accurately (examples: add, subtract, multiply, divide, and use percentages);
- Operate standard office equipment (examples: computer adding machine, calculator, copy machine, microfiche reader/printer, microfilm reader/printer, and cash register);
- Comprehend written material in the English such as Personnel Rules, Memoranda of Understanding, and Administrative Regulations.
- Bend or stoop to file or retrieve information.
- File documents alphabetically, numerically, and chronologically.
- Work independently with minimal supervision.
- Write legibly to post entries in files.
- Work safely without presenting a direct threat to self or others.

ADDITIONAL REQUIREMENTS:

- Must be proficient in the use of computer software programs such as Microsoft, Word, Excel and Outlook.
- Must pass a pre-employment criminal background check, alcohol and drug screening, driving record check.
- Edmunds GovTech (MCSJ) experience is a plus but not required.
- Ability to speak, read, write Spanish is a plus but not required.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of property tax related work or clerical accounting experience, supplemented by courses in property tax preparation, general management or bookkeeping. Other combinations of experience and education that meet the minimum requirements may be substituted.

PHYSICAL REQUIREMENTS:

- Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, distinguishing smells and repetitive motions;
- Must be able to perform medium work exerting up to 30 pounds of force occasionally; and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift objects;
- Must possess the visual acuity to prepare and analyze data and figures, work with accounting data, operate a computer, use measurement devices, and be able to inspect work of others.