

## **Civil Account and Permit Clerk Tompkins County**

**Department:** Sheriff's Office

**Classification:** Competitive

**Labor Grade:** 38

**Approved:** Reclass

**Revised:** 5/91; 9/97; 7/04; 8/14; 10/16

**By:** AF, Commissioner of Personnel

### **MINIMUM QUALIFICATIONS:**

- (a) Possession of an Associates degree from a regionally accredited or New York State registered college; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) office clerical experience\*; **OR**
- (c) Any combination of training and experience equal to or greater than that specified in (a) or (b) above.

### **SPECIAL REQUIREMENT:**

Completion of eJusticeNY Integrated Justice Portal training and certification within six months of appointment. Become a Licensed Notary within one year of appointment.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is clerical work primarily involving responsibility for the processing of orders of protections, arrest warrants, criminal arrests, police reports, Incident Based Reporting, request for records, pistol permits, income and property executions, civil papers, identification issuance, emergency response guidance, general information and accounting for all money paid into the Sheriff's Office. A Civil Account and Permit Clerk is required to maintain a wide variety of records related to the Office of the Sheriff utilizing and maintaining multiple databases. In addition to these functions, the work also involves receiving payments in person or in the mail and making correct and timely payments of money collected to attorneys, the courts and the County Treasurer. The work is performed under the general supervision of a Sergeant Deputy Sheriff or Undersheriff. An employee in this class will exercise considerable autonomy and independent judgment in the performance of this work. The incumbent will perform all related duties that may be assigned.

### **TYPICAL WORK ACTIVITIES:**

- Receives telephone calls from the public in need of law enforcement services, and queries caller in a calm, systematic manner to determine the nature of the situation, the location, the services needed, and other information necessary to
- evaluate the situation and to refer it to the appropriate person or agency;
- Handles inquiries from the public in person at a window in the Sheriff's Office and takes appropriate action as necessary
- Deals diplomatically and effectively with the public in order to maintain the highest level of customer service;
- Operates remote electric lock to open main door to allow persons to enter or exit;
- Assists in maintaining the Sheriff's Office Records Management System which includes incident reports, warrants of arrests, orders of protections, Incident Based Reporting etc;
- Enters orders of protections, warrants of arrest, missing persons, stolen vehicles, stolen property, among other entries into the eJusticeNY Integrated Justice Portal computer system;
- Runs criminal record checks using department arrest records for Sheriff's Department officials, District Attorney, military recruiters and others;
- May run checks on drivers licenses and motor vehicles registrations;
- Files motor vehicle accident reports, vehicle and traffic tickets and parking tickets and prepares periodic reports.
- Responsible for the processing of civil papers and other clerical functions of the Sheriff's Office;
- Operates civil database software to perform routine data entry, generate financial statements for fines, fees for service of executions, track ID card fees collected, and pistol permits;
- Makes deposits, issues checks, reconciles cash and bank accounts and maintains check ledgers;
- Receives executions, assigns numbers, calculates county fees and interest, prepares tab and account sheet and gives executions to Deputies for service and/or mail executions;

- Maintains files of income executions served on judgment debtors and prepares execution for service on debtor's employer if debtor fails to respond during the legal time limit;
- Maintains ledger for each attorney, recording attorney's share of payments received from judgment debtors and prepares a monthly check for each attorney as well as overpayments to debtors;
- Assists the civil supervisor in the processing of property executions and public sales as needed;
- Distributes pistol permit applications, explains the application procedure, guides the applicant through the process;
- Visually checks applicant's physical appearance to verify statements on application, fingerprints the applicant,
- collects investigation and other fees, registers handguns, completes state paperwork, checks applicant's physical ability to safely use a handgun, verifies statements on the application, verifies previous application status;
- Checks with local agencies concerning criminal records of applicants;
- Contacts individual applicants in the event that their permit has been revoked or suspended and confiscates any or all handguns;
- Operates an electronic identification processing system, photographs applicants, contacts applicant's employer to verify employment, verifies the applicant's address and examines physical proofs of identity such as birth certificates, citizenship documents and social security cards;
- Contacts persons named as character references for confirmation of statements in the application;
- Checks State and local records to determine if applicant has previously had an application for a pistol permit denied or had a permit revoked;
- Types travel authorizations, workers compensation forms, annual report, personnel transaction forms (MSD-428), monthly work schedule and correspondence;
- Generates reports as directed;
- Purchases uniforms and equipment, and maintains an office inventory by appropriately ordering paper, office supplies and any other materials necessary to the efficient functioning of the Sheriff's Office;
- May assist Administration in budget preparations;
- Provides administrative support to the Sheriff's Office and designated personnel;
- May notarize affidavits of service of summonses, statements for investigators and a variety of other forms (if licensed as a notary).
- May attend additional trainings as needed or required.

#### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of operations of the Sheriff's organization;
- Working knowledge of modern practices, terminology of police work, Civil Practice Law and rules relating to property and income executions, Federal and State laws;
- Working knowledge of office terminology, procedures, equipment, software, business arithmetic, and English;
- Ability to understand and carry out oral and written instructions;
- Ability to deal diplomatically and effectively with the public;
- Ability to obtain accurate information from emotional and distraught individuals;
- Ability to maintain accurate records and prepare accurate reports;
- Ability to communicate clearly on the telephone and in person;
- Ability to perform close detailed work involving moderate visual effort and strain;
- Good judgment, good memory, mental alertness, neatness, integrity, emotional maturity, tact and courtesy are required;
- Initiative and resourcefulness;
- Regular reliable full-time attendance, as scheduled and assigned, shall be a requirement of this position.
- The employee's physical and mental condition shall be commensurate with the demands of the position.

#### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. As a result, the job requires considerable visual effort. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity, and operating knowledge/skill. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job. The risk of injury or environment illness is minimal. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job.

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