



## Legislation Text

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**File #:** 18-0531, **Version:** 1

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Treasurer-Tax Collector recommending the Board ratify the emergency appointment of one extra-help position in accordance with Personnel Policy 805.1 in order to prevent the interruption of essential County services.

**FUNDING:** General Fund.

### **DEPARTMENT RECOMMENDATION**

The Treasurer-Tax Collector's Office is recommending the Board authorize the extra-help appointment of one Fiscal Technician to assist with the processing of the second installment of property taxes. During the two property tax installment due dates each year, the Treasurer-Tax Collector's staff works overtime each day and also works on the Saturdays of tax week. By mid-year, the department's overtime expenditures had exceeded the amount spent for the entire 2016-17 fiscal year.

Additionally, the full-time staff is augmented by tax time extra-help staff, several of whom have returned to assist year after year. This year, the full-time staff is reduced by 15 percent due to illness and injury. At the same time, the experienced extra-help staff is reduced by approximately 50 percent due to retirement, other employment and illness. The learning curve to train new employees on the specialized payment processing equipment and software requires at least one full tax cycle. The result is that the Department approached tax time with inadequate staffing resources to assist the volume of customers who typically come to the office to pay taxes and call the phone lines. Without the Emergency Appointment, citizens could have faced standing in line for hours and possibly being sent home to return to long lines the next day.

### **DISCUSSION / BACKGROUND**

In accordance with the provisions of Personnel Policy 805.1, the Treasurer-Tax Collector made the emergency extra-help appointment of one Extra-Help Fiscal Technician, effective March 28, 2018. This Policy reads:

**805.1 Emergency appointment.** An emergency appointment is an appointment made to meet immediate requirements caused by an emergency condition where there is a threatened interruption of essential County services and immediate action is necessary. Emergency appointments are made by the appointing authority for the duration of the emergency, but may not exceed thirty days without approval by the Board. All emergency appointments must be reviewed and confirmed by the Board no later than the adjournment of its next regular meeting. All emergency appointments are made at the salary specified in Step 1 for the appropriate position.

This office was able to hire a past employee who had worked in the Department for more than two years and who is fully trained on the procedures, software and equipment used in processing tax payments.

### **ALTERNATIVES**

If this Emergency Appointment had not been made, major disruption to the processing of tax payments and to the deposit of tax revenue into the County treasury would have resulted. Unacceptable levels of service to County citizens could also have resulted.

**OTHER DEPARTMENT / AGENCY INVOLVEMENT**

Human Resources

**CAO RECOMMENDATION / COMMENTS**

It is recommended that the Board approve the Department's recommendation.

**FINANCIAL IMPACT**

The Department has funds allocated in its budget for extra-help staffing.

**CLERK OF THE BOARD FOLLOW UP ACTIONS**

N/A

**STRATEGIC PLAN COMPONENT**

Good Governance

**CONTACT**

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