

Huddle Notes
Historic Courthouse, Room 212
Tuesday, November 1, 2016
8:12am

Leah Betts, Collector of Revenue welcomed everyone to the Huddle. She reported that 2016 tax statements will be mailed out on November 10th.

Collector Betts updated attendees regarding the office's accomplishments over the last year:

1. Launched a new website where statements and receipts can be viewed or printed, along with payment by e-check (without a fee). 55,000 payments were made on-line last year.
2. Acceptance of credit and debit cards over the counter. There is a fee charged by the card provider, debit 1.15% and credit 2.125%.
3. Jaguar software implementation, which improved the efficiency of batch processing the mail. This reduced the number of temporary staff needed to process the mail and improved the turnaround time for taxpayers receiving the mailed receipt.

Other accomplishments recently implemented by the Collector's office for this tax season:

1. Acceptance of credit and debit cards on-line.
2. On-line payments are now posted instantly, rather than batch posted the next day. This allows for immediate availability of the taxpayers receipt.
3. County merchant licenses can now be paid on-line.
4. Distributions to the County taxing jurisdictions are now paid by ACH, rather than printing a check and sending certified mail.
5. Desks have been built to increase the customer service area workspace from four stations to six stations. This will improve the time that taxpayers wait for assistance. The desks were paid for by the Collector Tax Maintenance Fund, which is funded by late tax payment penalty funds.

Sarah Eldridge from the Collector's Office presented the Character Trait of the Month: Initiative.

Initiative is recognizing what needs to be done, before being asked to do it. There are two parts to initiative: seeing and doing. Plan intentionally. A little thing can make a big difference. Take charge, with a sense of ownership.

1. Look Around: Stay alert and look for ways you can make improvements.
2. Think Ahead: Anticipate problems and try to prevent them.
3. Take Action: Bring potential problems to someone's attention or address them yourself.

Bob Curtin gave an abbreviated Commission Corner update including news that Greene County has been honored with the MAC (Missouri Association of Counties) 2016 Achievement Award for its endeavors with Open Book Management.