



Tax Collector Training Specialist

Category: Classified
Pay Grade: C24
Job Code: 23046

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized work performing various subject matter training, instruction, implementation, and coordination of a variety of activities associated with Pinellas County Tax Collector's Office (PCTCO) training programs; ensures the proper training of the technical activities of the organization in accordance with Florida Statutes, County ordinances, Department of Revenue (DOR), or Department of Highway Safety & Motor Vehicles (DHSMV) Rules and Regulations; determines training needs; plans, organizes, and develops training materials, courses, and programs relating to the highly specialized, technical, or clerical activities of Driver Licensing, Motor Vehicle Titling and Registration, and Ad Valorem Tax Collection; may write or assist in writing articles for news media, newsletters, professional publications, and presentations, and for television presentations; maintains comprehensive records and prepares correspondence and reports related to training activities and organizational business measures; coordinates and implements programs with outside agencies and requires considerable technical expertise in the laws, procedures, and practices of the PCTCO.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Supports a specialized area by researching changes in laws, analyzing how the changes affect the current procedures, developing and updating course curriculum as needed, and instructing staff on the new laws, procedures, and policies;
- Develops, implements, and revises education programs in specialized areas of various PCTCO program areas;
- Assists in the coordination and training of various programs, presents educational programs to the organization and the general public (dealers), and instructs external forms seminars for external customers in Motor Vehicle, Towing and Storage, Mobile Home, and Vessel dealers;
- Develops and implements customer services, new hires, specialized cross training, and continuous work-related learning programs;
- Instructs participants in working individually and together in teams to complete skill-development work projects, dressing for the interview, and improving work attitude and skills;
- Trains employees and external customers in various department operations (i.e., dealers, lenders, etc.), in tag/title operations, provides onsite-skills-enhancement training, participates in training task forces, and improves and updates training materials to reflect changes in office policies, DMV Procedures, and Florida Statutes;
- Instructs technical classes, soft-skill classes, along with various leadership development classes;
- Performs background duties to assist with annual in-service day to include presentations and signage, participates in delivering presentations, and coordinates engaging and motivational activities for staff;
- Monitors emails from internal administrative staff for PCTCO Updates, PartnerNet for State updates, and D.O.R., FWC, FLHSMV websites and taxcollect.com for changes, deploys updates to staff to specify important changes to legislation, and modernizes curriculum to reflect constant changes;
- Prepares and submits various training processes and information on a monthly basis to assist staff with a more effective, efficient process;
- Assists with pre-class and post-class mentoring processes in field offices;

- Creates, evaluates, revises, and improves the pre- and post-mentoring training checklist to ensure the progress of staff members;
- Supports staff on customized training requests or plans;
- Develops, maintains, and improves the PCTCO Course Catalog, which outlines all the training courses available to staff, pre-requisites, course summaries, and other pertinent information in accordance with curriculum;
- Researches and develops new curriculum as needed;
- Assists with facilitating the New Hire Orientation, in addition to keeping the presentations current;
- Updates classroom training rosters to ensure that management has access to most current information;
- Prepares course schedules for the organizational training calendar and ensures all organizational needs are taken into consideration when planning the upcoming schedules;
- Maintains training room equipment and updates training computer passwords on a quarterly basis;
- Coordinates requests for external partners to use PCTCO training rooms;
- Facilitates all requests for the PCTC vehicle and updates the vehicle request calendar as needed;
- Maintains all of the PCTCO training toolboxes within SharePoint;
- Assists with the logistics of coalition meetings hosted by PCTCO and attends various coalition meetings and other self-development programs;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Three (3) years of conducting employee training or specialized subject matter education programs in a related field; or an Associate's degree and one (1) year of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Must apply for and maintain FRVIS/FDLIS Access Authorization per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of methods and techniques of employee training; principles of course development and skill in designing training programs to meet needs of PCTCO employees or other target audiences;
- Knowledge of the laws, ordinances, DOR, DHSMV for DDL and DMV, FFWCC, and other government agencies' rules and regulations, PCTCO policies, and personnel administration rules;
- Knowledge of organizational operations, equipment, materials, and processes;
- Knowledge of customer services and performance improvement, interviewing skills, career development, and attitudinal modification;
- Ability to apply computer applications and software;
- Ability to organize and conduct training programs and evaluate program results;
- Ability to develop visual aids and other instructional materials to meet specific training needs;
- Ability to communicate clearly and concisely, orally and in writing;
- Ability to develop and maintain effective working relationships with vendors, manufacturers, employees, and the general public.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.

- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.