



Tax Collector Supervisor

Category: Classified/Excluded
Pay Grade: C24
Job Code: 23050

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 highly responsible advanced technical field or office supervisory work with delegated administrative responsibility; plans, assigns, monitors, and reviews the work of a moderate to large staff of subordinate lead worker(s), tax technicians, and customer service technician employees; counsels and conducts employee evaluations, as well as recommends performance plans, disciplinary actions, and career ladder recommendations; relieves administrative superiors of routine management details; participates in and performs the highly specialized, technical, or clerical activities of Driver Licensing, Motor Vehicle Titling and Registration, or Ad Valorem Tax Collection, depending on the area of departmental assignment.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Advises employees of departmental policies and procedures;
- Counsels, recommends, and develops employees for promotional requirements and opportunities;
- Evaluates training needs of staff and prepares, coordinates, and provides structured classroom and/or on-the-job training and mentoring within assigned areas of responsibility and reviews In-House Mentoring checklist and reports;
- Tracks training and vacation scheduling to ensure adequate staffing levels and reviews and adjusts daily staffing schedules to ensure efficient office functioning;
- Maintains day-to-day office operations, such as monitoring the Q-Flow customer queuing system and quickly making decisions/changes to ensure coverage in all areas;
- Regularly monitors and assists management with improving and maintaining a positive office environment;
- Meets deadlines, performance standards, and assists management with achieving Active Strategy Enterprise (ASE) monthly measurements;
- Manages or assists in managing complicated, involved and critical inter-agency acquisition and distribution operations governing highly sensitive and controlled items requiring access to computer restricted data and services in the continuous cycles that encompass maintenance, control, issuance, tracking and accounting for acute materials and documents related to licenses as required by the State of Florida's DHSMV Agency licensing/plates/tags/forms inventory control programs;
- Maintains timely employee performance records per set standards, keeps accurate up to date employee records (EBooks), and monitors attendance;
- Writes and presents performance evaluations, issues coaching/counseling forms and other disciplinary actions, and handles employee complaints and timely first response to grievances;
- Oversees an assigned internal department, such as dealers, funds, birth certificates, and reports;
- Participates in recruitment interviews and formulates recommendations on hiring, promotions, and terminations;
- Acts as a Quality Assurance Team leader, takes Collector's Accountability Program measurements, and generates reports on productivity to upper management and to subordinate workers;

- Performs duties in reference to the opening and closing of the office including reports, funds balancing, breaking down machines, and ensuring staff is not accruing overtime;
- Mentors Lead Tax Specialists on duties and responsibilities of their position;
- Resolves internal and external conflicts and employee and customer complaints or issues;
- Performs the work of a Tax Technician, Lead depending on the area of departmental assignment;
- Fills in for an Assistant Manager or Manager in their absence, including leading and participating in team or management meetings;
- Evaluates, reviews, and maintains employee performance and attendance records;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years of experience in Florida Tax Collector's Office/DHSMV Agency that includes lead worker, supervisor training or supervisory experience; or an Associate's degree in business, finance, accounting, public administration, or a related field and three (3) years of experience as described above; or a Bachelor'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 advanced business English, spelling, and arithmetic;
- 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 the principles of office management and field operations supervision.
- Skill in operating Microsoft software applications, updating websites, and Internet investigations;
- Skill at mediating, negotiating, and resolving conflict with tact and diplomacy.
- Ability to independently and accurately make decisions in accordance with laws, ordinances, rules, regulations, policies, and procedures while guiding compliance with tact and diplomacy;
- Ability to organize and lead the activities of technical and clerical personnel;
- Ability to identify workflow problems and provide accurate, efficient solutions;
- Ability to communicate verbally and in writing in a clear, concise, effective, and courteous manner;
- Ability to proficiently interact and communicate appropriately with the public face-to-face, by phone, or by email in an efficient, effective, and courteous manner;
- Ability to use small office equipment and computers.

PHYSICAL/MENTAL DEMANDS

This work requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- 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.