



## **Tax Technician 3**

**Category:** Classified  
**Pay Grade:** C20  
**Job Code:** 23058

*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 technical field and complex, specialized office work that requires expert knowledge of software applications and heavy public contact in a fast-paced office environment and may include limited supervisory responsibility within the various departments and divisions under the Tax Collector; leads subordinate Tax Collector employees in the gathering of technical data and documents from stored information resources and assembling the data for information processing on a variety of state and Tax Collector real-time databases; reviews, creates, modifies, updates, and processes a wide variety of confidential records and legal documents in accordance with Florida Statutes, County Ordinances, Department of Revenue (DOR), Department of Highway Safety & Motor Vehicles (DHSMV), Florida Fish and Wildlife Conservation Commission (FFWCC), U.S. Bankruptcy Court, and other government agencies' rules and regulations; may perform training, planning, assigning, supervision duties as delegated, monitoring of various automated management systems, and reviewing the work of employees as required.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Provides a wide variety of specific complex, technical, and supportive services and information to the general public, in person or by telephone, mail, or Internet access;
- Performs complex, technical work, researching and analyzing information, via Florida's FRVIS/FDLIS on-line computer databases, for eligibility for citizens and non-citizens Florida Driver License and Identification cards per Florida statutes, for original, renewal, and replacement licenses;
- Troubleshoots access problems or data entry problems with state/County real-time databases housing current data, as well as historical;
- Guides less experienced employees to access websites to complete State/Tax Collector computer-based resource information or training courses;
- Acts as expert to assist in the processing of difficult transactions and/or situations for the public/employees within the guidelines of laws, ordinances, rules, regulations, policies and procedures;
- Provides a focal point in a work-group for team-building activities and performance improvement;
- Performs and/or assists in the daily office operations, such as opening and closing procedures, end of day, and other reports, reconciling TaxSys, and DMV/DL inventory, may fill in for supervisory or managerial staff in their absence, when assigned, and performs special administrative projects;
- Answers questions, provides expert technical guidance to end users of all information-processing systems of the Tax Collector's Office, including, but not limited to, FRVIS, FDLIS, TaxSys, FFWCC, SharePoint, Outlook, Excel files, timesheets, and in general, tends to all of the routine administrative duties by operating a variety of software at an advanced skill level;
- Prepares, coordinates, and provides structured classroom and/or on-the-job training and mentoring within assigned areas of responsibility and prepares and completes In-House Mentoring checklist and reports;
- Renders direct assistance to less experienced employees to resolve customer service conflicts;

- Accesses and navigates the RLIS database to accurately perform specialized transactions related to FFWCC by determining the eligibility and issuance of resident/non-resident, per Florida statutes, for the issuance, replacements, and specialty licenses for Hunting and Fishing and may use the PERMITME application to assist customers with the issuance of disabled licenses;
- Performs complicated cash handling, balancing, and receipting duties involving currency, checks, money orders, credit, and debit cards;
- Operates, troubleshoots, and performs minor technical repairs on specialized cameras, card printers, scanners, signature pads, vision testing equipment, Q-Flow queuing system, and other electronic and automated office equipment;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Three (3) years of experience in a Florida Tax Collector's Office/DHSMV agency, to include six (6) months of experience serving as an in-house trainer and mentor; 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.
- Be at least 21 years of age and compliant with Florida Statutes 322 (for administration of road tests).
- Incumbent to apply for and maintain Florida Real Time Vehicle Information System (FRVIS) and/or Florida Driver License Information System (FDLIS) Access Authorization per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64 and PCTC Employee Access to Confidential TD Tax Information per Florida Statute 213.053 and Department of Revenue Rules and Regulations 12-22.
- 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 a broad range of complex electronic and technical automated office procedures and practices;
- 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 advanced investigative principles and techniques;
- Knowledge and skill in operating Microsoft software applications, updating websites, and Internet investigations.
- Skill in typing accurately at a reasonable rate of speed and entering data accurately;
- Skill in mediating, negotiating, and resolving conflicts.
- Ability to organize and lead the activities of others;
- 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 make decisions in accordance with laws, ordinances, rules, regulations, policies and procedures while guiding compliance with tact and diplomacy;
- Ability to identify workflow problems and re-direct team work efforts;
- Ability to communicate verbally and in writing in a clear, concise, effective, and courteous manner;
- Ability to use small office equipment and computers.

### **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.