

# MANAGER, TAX COLLECTOR

Job Code	Pay Grade
23226	E-12

## Nature of Work

This is professional technical and managerial work in planning and managing various functional areas within a division of the Tax Collector's Office. An employee in this class assists a division director in the organizing, coordinating, supervising and monitoring the work of support staff providing customer service, agency licensing service, employee training, accounting or audit functions, cashiering or receipting, field enforcement, and technology consulting for user departments, personnel support, and the daily processing of a wide assortment of public records. Work is performed with considerable independent judgment and initiative under the general supervision of a division director and is reviewed through conferences, reports, and observation of results achieved.

## Minimum Qualification Requirements

- 4 years progressively responsible experience in tax collection that includes 1 year of supervision or supervisory training; or
- Associate's degree in public administration, business, finance, accounting or related field and 2 years of experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- 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.
- Candidate must apply for and maintain FRVIS Access Authorization per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Manages and provides supervisory, technical direction, staffing and training to employees who are involved in the maintenance of current/delinquent tax rolls, and who perform collection services, record keeping, or collection reporting for all Tax Collector offices.
- Provides and coordinates administrative support to Directors and Deputies by researching and assembling information, determining priorities and preparing reports with recommendations.
- Assists in budget preparation for the assigned work section in accordance with the Budget Instruction Manual, provides clarification on related items and forwards to the Director for approval.
- Reviews, evaluates, analyzes and recommends tax related systems, procedures, and technology for the purpose of current/delinquent tax collection.
- May attend and participate in court proceedings and may serve as an expert witness.
- Supervises subordinate technical and clerical employees, interviews and recommends hiring or promotion, completes performance evaluations, disciplines, recommends termination and salary increases of subordinate personnel.
- Serves as departmental liaison with other departments, vendors, customers and consultants on tax laws, ordinances, rules, regulations, and department policies.
- Communicates and cooperates with representatives of Department of Revenue (DOR), Department of Highway Safety and Motor Vehicles (DHSMV), and other related state and county officials, other tax office departments and related offices.
- Interprets appropriate laws and regulations to subordinates and customers.
- May be required to do extensive training throughout the state as well as public speaking as a representative of the Tax Collector.
- Arranges and may preside over tax sales, property seizures, and transmittal of tax deed applications to the Clerk of the Circuit Court.

# MANAGER, TAX COLLECTOR (continued)

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## Illustrative Tasks (continued)

- Determines boundaries of patrol areas for field personnel, and assigns the worksites of office personnel, and has decision-making authority to reassign as needed.
- May act on behalf of the Division Director in the Director's absence.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of state laws, county ordinances, DOR/DHSMV rules & regulations governing Ad Valorem and non-Ad Valorem taxes.
- Knowledge of the rules of the Pinellas County Unified Personnel System.
- Knowledge of the principles of office management and supervision, and public administration principles and practices.
- Knowledge of research techniques, methods and procedures.
- Knowledge of automated office machines, procedures and practices.
- Ability to apply computer applications and software.
- Skill in effectively training subordinates in assigned areas such as, current/delinquent tax collection, tax certificate sales, seizures and auctions, customer service, personnel, accounting & auditing, technology support.
- Ability to evaluate automated data and utilize personal computer, mainframe software and related programs.
- Ability to plan, organize and manage the work of office personnel.
- Ability to communicate effectively, both orally and in writing.
- Ability to develop and implement procedures and operations.
- Ability to prepare complete, concise and accurate status reports and maintain records.
- Ability to work evenings and weekends during periods of peak activity or when necessary.
- Ability to train and supervise subordinate technical and clerical personnel.

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Revised	EEOC Code	Overtime Code
12/09	Officials & Managers	Exempt