



Tax Collector Organizational Management Analyst

Category: Exempt
Pay Grade: TCE-21
Job Code: 23258

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 professional, technical, and administrative work that assists the Tax Collector Office (TCO) to achieve its strategic planning goals and objectives and provides direct assistance to the TCO Executive Management by actively managing the culture change processes associated with the TCO Organization Management System (OMS). An employee in this class provides a broad range of talent, leadership, and support to the TCO management across the organization and is the principal coordinator for change management processes for every key organizational TCO unit.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Facilitates strategic planning activities for OMS and participates in TCO visioning conferences;
- Prepares executive summaries for management on OMS progress;
- Analyzes and provides consultation on people strategies for specific businesses and departments;
- Consults with leaders on the organizational design of their departments and business units;
- Analyzes and provides consultation on organizational and performance improvement initiatives;
- Facilitates the change management processes associated with organizational development;
- Partners and consults with TCO management to apply solutions which optimize delivering on business challenges;
- Facilitates organizational culture change;
- Coordinates and facilitates learning activities for management;
- Supports enterprise-wide organizational initiatives;
- Contributes to best practices efforts across the TCO;
- May appear before TCO external/internal stakeholder groups;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Six (6) years of progressively responsible administrative or management experience in business or public administration that includes two (2) years of progressively responsible administrative or management experience; or Bachelor's degree in organizational development, organizational behavior, industrial or organizational psychology, business or public administration, sociology or a related field and two (2) years' 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Knowledge, Skills and Abilities:

- Knowledge of the principles of strategic planning and organization design;
- Knowledge of the functions, operations, and structure of the Tax Collector's Office and Pinellas County government;
- Skill with project management and consulting;
- Skill at negotiating with and influencing senior executives;
- Ability to read the subtle nuances of a situation and react or plan accordingly;
- Ability to establish good working relationships with TCO employees, other public agencies, and the public;
- Ability to present oral and written comments and recommendations, clearly and concisely.

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.