



## **Tax Collector Assistant Branch Manager**

**Category:** Exempt  
**Pay Grade:** TCE-23  
**Job Code:** 23276

*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 advanced supervisory and administrative work assisting in directing all activities of a remote full-service Tax Collector branch office. An employee in this class assists the Branch Manager by giving personal attention to administrative details and by planning, assigning, and reviewing the work of subordinate supervisory, technical, and clerical employees involved in vehicle/vessel titling and registration, driver's licensing, hunting and fishing licensing, ad valorem and non-ad valorem tax collections and other approved services. Work at this level requires extensive knowledge of applicable state laws, county ordinances, Department of Revenue (DOR) and Department of Highway Safety & Motor Vehicles (DHSMV) rules and regulations, as well as local policies and procedures, and an extensive knowledge of the State's software applications. Work is performed with considerable independent judgment and initiative under the general supervision of the Branch Manager and is reviewed through conferences, reports, and observation of results obtained.

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

- Acts as an expert interpreting laws, ordinances, rules and regulations to subordinate supervisory and clerical employees;
- Assists the Branch Manager in developing the office budget, by guiding supervisors to follow the Budget Instruction Manual;
- Plans and schedules the work of supervisory employees to ensure continuous coverage;
- Assists supervisors with work schedules, performance appraisals and progressive discipline;
- Participates in interviews and recommends hiring or promotion to fill vacancies as directed by the Branch Manager;
- Receives telephone inquiries and attempts to handle complaints and solve problems without further referral;
- Maintains the office's records management program to furnish rapid and accurate information to taxpayers or their legal representatives;
- Develops a facility management program to include a safe working environment for employees and a barrier-free environment for the public; forwards to the Branch Manager for approval;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

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

Associate's or business school degree in a related field and two (2) years of progressively responsible experience in the Tax Collector's Office that includes supervisory training or experience, 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 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.

**Knowledge, Skills and Abilities:**

- Knowledge of state laws, county ordinances, DOR/DHSMV rules and regulations governing the titling and registering of vehicles/vessels, hunting and fishing licensing, driver's licensing, and Pinellas County Unified Personnel System Rules;
- Knowledge of legal terminology, business English and math;
- Knowledge of the techniques of supervision and management;
- Skill in personal computer applications, business and training equipment;
- Ability to apply computer applications and software;
- Ability to establish and maintain good working relationships with subordinates and superiors, and to promote good working relationships with other public agencies and the public;
- Ability to analyze and solve administrative problems, and to render advice and assistance to others;
- Ability to communicate effectively and concisely, orally and in writing.

**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.