



Office of Human Resources  
Tax Compliance Supervisor - CV2132  
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### General Statement of Duties

Performs supervisory work over employees engaged in collecting delinquent taxes and enforcing compliance of city ordinances and state laws.

### Distinguishing Characteristics

This class supervises employees engaged in collecting delinquent taxes and enforcing compliance of city ordinances and state laws. This class is distinguished from the Treasury Agent that performs full performance collection work by contacting businesses to collect delinquent taxes and collecting payments or issuing distraint warrants to seize and sell business property(s) and assets. This class is distinguished from a Tax Revenue Agent II that performs standard level work collecting taxes to generate revenue for the city, enforcing compliance of state and municipal tax laws, providing taxpayers with information and assistance, and performing lead work over a team of Tax Revenue Agents I.

### Level of Supervision Exercised

Supervises two or more employees who do not supervise.

### Essential Duties

Supervises employees engaged in collecting delinquent taxes, providing taxpayers information and assistance, and enforcing compliance of city ordinances and state laws.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Recommends improved tax collecting strategies/techniques and assists in the revisions of applicable ordinances and regulations.

Addresses problems, answers questions, and responds to complaints from the public, city officials, and other city agencies.

Attends meeting to coordinate work with other agencies and/or departments and resolve problems specifically related to the supervised function.

Performs special projects as assigned.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to employees and others and to recognize and correct hazardous situations.

Knowledge of city ordinances and state laws sufficient to be able to enforce compliance relating to the payment of taxes.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Three (3) years of experience collecting taxes in compliance with applicable tax laws.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Depth Perception: ability to judge distances and space relationships.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

By position, Motor Vehicle Record

**Assessment Requirement**

Professional Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: V-810**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**