



Office of Human Resources
Tax Technician Supervisor - CV3162
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General Statement of Duties

Performs supervisory work over tax technicians engaged in managing and reconciling taxpayer accounts, processing payments, coordinating petition hearings, and enforcing compliance of tax ordinances and laws.

Distinguishing Characteristics

The following characteristics distinguishes the classifications within the Tax Technician Series: The Tax Technician I is responsible for performing entry to intermediate level work processing tax payments, while gaining the experience to operate independently and at the full performance level. The Tax Technician II is responsible for performing full performance, independent, and complex work processing tax payments. The Tax Technician Specialist is responsible for coordinating tax petition hearings and processing specialized tax requests such as refund claims, researching bankruptcies, and processing property tax cases. The Tax Technician Supervisor is responsible for overseeing the work of Tax Technicians and other administrative and support staff engaged in the processing of tax payments.

Level of Supervision Exercised

Supervises two or more Tax Technicians, and other administrative or support staff that do not supervise.

Essential Duties

Supervises tax technicians engaged in managing and reconciling taxpayer accounts, processing payments, coordinating petition hearings, and enforcing compliance of tax ordinances and laws.

Works with stakeholders both internal and external to the city to ensure the payment of taxes and enforce the compliance of tax ordinances and 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 process improvements for tax account management and payment processing strategies and techniques and assists in the revisions of applicable policies and ordinances.

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 or requested.

Any one position may not include all duties listed above; however, the allocation of positions will be determined by the amount of time spent 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

Associate's Degree in Business Administration, Accounting, or a related field of study.

Experience Requirement

Three (3) years of technical level tax account management experience, which includes processing payments, reconciling accounts, assisting taxpayers with questions, and enforcing tax ordinances and laws.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a 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: 5/26/2019

Established By: JH

Revised Date:

Revised By:

Class History: