

TAX COLLECTOR TRAINING SPECIALIST

Job Code	Pay Grade
23046	CL16

Nature of Work

This is specialized work performing various subject matter training, instruction, implementation, and coordination of a variety of activities associated with Pinellas County Tax Collector's Office (PCTCO) training programs. This involves independent problem solving based on experience and extensive knowledge of organizational operations, referring only the more difficult policy, procedural or legal questions to management for decisions. Tax Collector Training Specialists are held responsible for the proper training of the technical activities of the organization in accordance with Florida Statutes, County ordinances, Department of Revenue (DOR) or Department of Highway Safety & Motor Vehicles (DHSMV) Rules and Regulations. An employee in this class determines training needs; plans, organizes and develops training materials, courses and programs relating to the highly specialized, technical, or clerical activities of Driver Licensing, Motor Vehicle Titling and Registration, and Ad Valorem Tax Collection. Employee may write or assist in writing articles for news media, newsletters, professional publications and presentations, and for television presentations. Employee maintains comprehensive records and prepares correspondence and reports related to training activities and organizational business measures. Work involves coordinating and implementing programs with outside agencies and requires considerable technical expertise in the laws, procedures and practices of the PCTCO. Work is also performed with considerable independence under the general direction of an administrative supervisor.

Minimum Qualification Requirements

- 3 years conducting employee training or specialized subject matter education programs in a related field; or
- Associate's degree and 1 year experience as described above; or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver License or Florida Commercial Driver License and endorsement, if any.
- Must apply for and maintain FRVIS/FDLIS Access Authorization per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64.
- 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.

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

- Supports a specialized area by researching changes in laws, analyzing how the changes affect the current procedures, developing and updating course curriculum as needed and instructing staff on the new laws, procedures and policies.
- Develops, implements, and revises education programs in specialized areas of various PCTCO program areas.
- Assists in the coordination and training of various programs and presents educational programs to the organization and the general public (dealers). Instructs external forms seminars for external customers in Motor Vehicle, Towing and Storage, Mobile Home, and Vessel dealers.
- Develops and implements customer services, new hires, specialized cross training, and continuous work-related learning programs.
- Instructs participants in working individually and together in teams to complete skill-development work projects, dressing for the interview, and improving work attitude and skills.
- Trains employees and external customers in various department operations (i.e., dealers, lenders, etc., in tag/title operations, provides onsite-skills-enhancement training, participates in training task forces, and improves and updates training materials to reflect changes in office policies, DMV Procedures, and Florida Statutes).
- Instructs technical classes, soft-skill classes, along with various leadership development classes. These are instructor-led classes available to our current staff.

TAX COLLECTOR TRAINING SPECIALIST (continued)

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Illustrative Tasks (continued)

- Performs background duties to assist with annual in-service day to include presentations and signage. Participation with delivering presentations. Coordinate engaging and motivational activities for staff. Related work duties for logistics of the program.
- Monitors emails from internal administrative staff for PCTCO Updates. Monitors PartnerNet for State updates. Monitors D.O.R., FWC, FLHSMV websites and taxcollect.com for changes; deploy updates to staff to specify important changes to legislation; modernizes curriculum to reflect constant changes
- Prepares and submits various training processes and information on a monthly basis to assist staff with a more effective, efficient process.
- Assists with pre-class and post-class mentoring processes in field offices.
- Creates, evaluates, revises, and improves the pre and post mentoring training checklist to ensure the progress of staff members.
- Supports staff on customized training requests or plans.
- Develops, maintains and improves the PCTCO Course Catalog, which outlines all the training courses available to staff, pre-requisites, course summaries, and other pertinent information in accordance with curriculum.
- Researches and develops new curriculum as needed.
- Assists with facilitating the New Hire Orientation, in addition to keeping the presentations current.
- Responsible for updating classroom training rosters to ensure that management has access to most current information.
- Prepares course schedules for the organizational training calendar, ensures all organizational needs are taken into consideration when planning the upcoming schedules.
- Responsible for maintaining training room equipment; updates training computer passwords on a quarterly basis.
- Coordinates requests for external partners to use PCTCO training rooms.
- Facilitates all requests for the PCTC vehicle and update the vehicle request calendar as needed.
- Maintains all of the PCTCO training toolboxes within SharePoint.
- Assists with the logistics of coalition meetings hosted by PCTCO; attends various coalition meetings and other self-development programs.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of methods and techniques of employee training; principles of course development and skill in designing training programs to meet needs of PCTCO employees or other target audiences.
- Expert knowledge of the laws, ordinances, DOR, DHSMV for DDL and DMV, FFWCC, and other government agencies' rules and regulations, PCTCO policies and personnel administration rules.
- Knowledge of organizational operations, equipment, materials and processes.
- Knowledge of customer services and performance improvement, interviewing skills, career development, and attitudinal modification.
- Ability to apply computer applications and software.
- Ability to organize and conduct training programs and evaluate program results.
- Ability to develop visual aids and other instructional materials to meet specific training needs.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to develop and maintain effective working relationships with vendors, manufacturers, employees, and the general public.

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Created	EEOC Code	Overtime Code
10/15	Professionals	Classified