

# TAX COLLECTOR SUPERVISOR

Job Code	Pay Grade
23050	CL16

## Nature of Work

This is highly responsible advanced technical field or office supervisory work with delegated administrative responsibility. Areas of assignment could be any of the various departments and divisions under the Tax Collector. An employee in this class plans, assigns, monitors, and reviews the work of a moderate to large staff of subordinate lead worker(s), tax technicians, and customer service technician employees. This includes counseling and conducting employee evaluations, as well as recommending performance plans, disciplinary actions and career ladder recommendations. Employees in this class are held responsible for the proper performance of the assigned supervisory or technical activities of the department in accordance with Florida Statutes, County ordinances, Department of Revenue (DOR) or Department of Highway Safety & Motor Vehicles (DHSMV) Rules and Regulations. Work involves independent problem solving based on experience and extensive knowledge of departmental operations, referring only the more difficult policy, procedural or legal questions to management for decisions. In addition to relieving administrative superiors of routine management details, a worker in this class participates in and performs the highly specialized, technical, or clerical activities of Driver Licensing, Motor Vehicle Titling and Registration, or Ad Valorem Tax Collection, depending on the area of departmental assignment.

## Minimum Qualification Requirements

- 5 years experience in Florida Tax Collector's Office/DHSMV Agency that includes lead worker, supervisor training or supervisory experience; or
- Associate's degree in business, finance, accounting, public administration or a related field and 3 years experience as described above; or
- Bachelor'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's License or Florida Commercial Driver's 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.)

- Advises employees of departmental policies and procedures.
- Counsels, recommends, and develops employees for promotional requirements and opportunities.
- Evaluates training needs of staff and prepares, coordinates and provides structured classroom and/or on-the-job training and mentoring within assigned areas of responsibility. Reviews In-House Mentoring checklist and reports.
- Tracks training and vacation scheduling to ensure adequate staffing levels. Reviews and adjusts daily staffing schedules to ensure efficient office functioning.
- Highly responsible for day to day office operations, such as monitoring the Q-Flow customer queuing system and quickly making decisions/changes to ensure coverage in all areas.
- Regularly monitors and assists management with improving and maintaining a positive office environment.
- Regularly meets deadlines, performance standards, and assists management with achieving Active Strategy Enterprise (ASE) monthly measurements.
- Orders and maintains adequate levels of supplies and materials.
- Maintains timely employee performance records per set standards. Maintains and keeps accurate up to date employee records (EBooks) and monitor attendance.

## TAX COLLECTOR SUPERVISOR (continued)

Job Code	Pay Grade
23050	CL16

### Illustrative Tasks (continued)

- Writes and presents performance evaluations; issues coaching/counseling forms and other disciplinary actions; handles employee complaints and timely first response to grievances.
- Oversees an assigned internal department, such as dealers, funds, birth certificates, and reports.
- Participates in recruitment interviews and formulates recommendations on hiring, promotions, and terminations.
- Acts as a Quality Assurance Team leader, takes Collector's Accountability Program measurements and generates reports on productivity to upper management and to subordinate workers.
- Independently performs duties in reference to the opening and closing of the office. This includes reports, funds balancing, breaking down machines, and ensuring staff is not accruing overtime.
- Mentors Lead Tax Specialists on duties and responsibilities of their position.
- Resolves internal and external conflicts; employee and customer complaints or issues.
- Performs the work of a Tax Technician, Lead depending on the area of departmental assignment.
- Fills in for an Assistant Manager or Manager in their absence, including leading and participating in team or management meetings.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of advanced business English, spelling and arithmetic.
- 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 the principles of office management and field operations supervision.
- Ability to independently and accurately make decisions in accordance with laws, ordinances, rules, regulations, policies and procedures while guiding compliance with tact and diplomacy.
- Skill in operating Microsoft software applications, updating websites, and Internet investigations.
- Skill at mediating, negotiating, and resolving conflict with tact and diplomacy.
- Ability to organize and lead the activities of technical and clerical personnel.
- Ability to identify workflow problems and provide accurate, efficient solutions.
- Ability to communicate verbally and in writing in a clear, concise, effective, and courteous manner.
- Ability to proficiently interact and communicate appropriately with the public face-to-face, by phone, or by email in an efficient, effective and courteous manner.

For official use only

Revised	EEOC Code	Overtime Code
4/15	Administrative Support	Classified/Excluded