

TAX TECHNICIAN, SENIOR

Job Code	Pay Grade
23056	CL12

Nature of Work

This is highly responsible technical field and complex, specialized office work that requires extensive knowledge of software applications and heavy public contact in a fast paced office environment and may include limited supervisory responsibility within the various departments and divisions under the Tax Collector. At this level, duties involving various departments and divisions within the Tax Collector's Office may be assigned and comparable responsibilities are performed. An employee in this class reviews, creates, modifies, updates, and processes a wide variety of confidential records and legal documents in accordance with Florida Statutes, County Ordinances, Department of Revenue (DOR), Department of Highway Safety & Motor Vehicles (DHSMV), Florida Fish and Wildlife Conservation Commission (FFWCC), U.S. Bankruptcy Court, and other government agencies' rules and regulations. Duties may include training, planning, assigning, supervision duties as delegated, monitoring of various automated management systems, and reviewing the work of employees as required. Professional recognized methods and techniques will be used within the framework of the Pinellas County Tax Collector's Office.

Minimum Qualification Requirements

- 30 months experience in a Florida Tax Collector's Office/DHSMV agency; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Possess and maintain a valid Class E or above Florida Driver License in good standing.
- Be at least 21 years of age and compliant with Florida Statutes 322 (for administration of road tests).
- Incumbent to apply for and maintain Florida Real Time Vehicle Information System (FRVIS) and/or Florida Driver License Information System (FDLIS) Access Authorization per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64 and PCTC Employee Access to Confidential TD Tax Information per Florida Statute 213.053 and Department of Revenue Rules and Regulations 12-22.
- 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.)

- Independently and accurately provides a wide variety of specific complex, technical, and supportive services and information to the general public, in person or by telephone, mail, or Internet access.
- Examines, for authenticity and accuracy, vehicle/vessel documents, guides, or their amendments or supplements when required by law with minimal referral to superiors.
- Performs complex, technical work, researching and analyzing information, via Florida's FRVIS/FDLIS on-line computer databases, for eligibility for citizens and non-citizens Florida Driver License and Identification cards per Florida statutes, for original, renewal and replacement licenses.
- Performs technical work related to DHSMV/DMV Motor Vehicle, Vessel, other motorized vehicles, trailers, and Mobile Home titles; new, used, Florida transfers, and Out of State transfers; issues registrations; new, renewals, duplicate and replacement decals, license plates, electronic temporary registrations, parking permits, and issues personalized license plates. Collects sales tax for DOR.
- Performs audit, funds reconciliation and inventory management for PCTC, Electronic Filing System (EFS), and private processing partners.
- Researches, reviews, and analyzes complex legal information and documents to determine eligibility for reinstatement of licenses due to various sanctions, in compliance with the Federal REAL ID Act and other regulations. Reinstates all types of sanctions and cancellations.
- Proctors and grades written examinations, as needed.
- Administers medical screening, knowledge examinations, via verbal, electronic, and audio formats, and road skills examinations, which may include extended road tests in traffic. Administers vision examinations and referrals. Administers fingerprinting and testing for Hazmat endorsements.
- Operates, troubleshoots, and performs minor technical repairs on specialized cameras, card printers, scanners, signature pads, vision testing equipment, Q-Flow queuing system, and other electronic and automated office equipment.

TAX TECHNICIAN, SENIOR (continued)

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Illustrative Tasks (continued)

- Issues licenses using various online tools and websites.
- Performs work related to Organ and Tissue Donor Program and various charitable organizations, including processing and collection of fees and donations.
- Completes application and administers the oath for Voter Registration.
- Performs advanced and complex Tax Rolls work , such as researching, verifying, creating payment plans and collecting real estate, personal property and tourist development taxes through other automated cashier systems, including TaxSys software application
- Conducts investigations by way of various computer databases; oversees and acts in concert with third-party field agents in administrative support of Bankruptcy, Delinquent tangible tax, and garnishment payment enforcement.
- Accesses and navigates the RLIS database to accurately perform specialized transactions related to FFWCC by determining the eligibility and issuance of resident/non-resident, per Florida statutes, for the issuance, replacements, and specialty licenses for Hunting and Fishing. May use the PERMITME application to assist customers with the issuance of disabled licenses.
- Act as an expert interpreting bankruptcy, delinquent property, or tourist development laws and regulations to professionals and institutions, such as accountants, mortgage companies, realtors, etc.
- Performs complicated cash handling, balancing, and receipting duties involving currency, checks, money orders, credit/debit cards, and advanced deposits.
- Provides a focal point in a work-group for team-building activities and performance improvement.
- Participates fully as a member of the Tax Collector's Intranet community; SharePoint, Outlook, Word, and Excel. Utilizes other agency's websites, including but not limited to Property Appraiser, Clerk of Court, DOR, DHSMV, FFWCC, and the Florida Law Library. Tends to all of the routine administrative duties by operating a variety of software at an advanced skill level.
- Answers questions and provides complex, technical guidance to end users of all information-processing systems of the Tax Collector's Office. May void transactions in all program areas.
- Prepares, coordinates, and provides structured classroom and/or on-the-job training and mentoring within assigned areas of responsibility. Prepares and completes In-House Mentoring checklist and reports.
- Performs and/or assists in the daily office operations, such as opening and closing procedures, end of day and other reports, reconciling TaxSys, and DMV/DL inventory. May fill in for lead, supervisory, or managerial staff in their absence, when assigned. Performs special administrative projects.
- Performs all work of a Customer Service Technician 2 and related work as required.

Knowledge, Skills, and Abilities

- Knowledge of advanced business English, spelling and arithmetic.
- Advanced knowledge of a broad range of complex electronic and technical automated office procedures and practices.
- Advanced 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 investigative principles and techniques.
- Moderate knowledge and skill in operating Microsoft software applications, updating websites, and Internet investigations.
- Skill in typing accurately at a reasonable rate of speed and entering data accurately.
- Ability to organize and lead the activities of others.
- 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.
- Ability to independently and accurately review and understand complex legal information and documents to make appropriate decisions in accordance with laws, ordinances, rules, regulations, policies, and procedures.
- Ability to communicate verbally and in writing in a clear, concise, effective, and courteous manner.

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Created	EEOC Code	Overtime Code
5/15	Professionals	Classified