

TAX TECHNICIAN, LEAD

Job Code	Pay Grade
23058	CL13

Nature of Work

This is highly responsible technical field and complex, specialized office work that requires expert knowledge of software applications and heavy public contact in a fast paced office environment and may involve supervisory responsibility within the various departments and divisions under the Tax Collector. This is the lead worker position that involves leading subordinate Tax Collector employees in the gathering of technical data and documents from stored information resources and assembling the data for information processing on a variety of state and Tax Collector real-time databases. Duties may include training, planning, and supervision duties as delegated, and monitoring of various automated management systems. Responsibility includes technical reviews of work completed by others. The incumbent works with a high degree of independence. 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.

Minimum Qualification Requirements

- 4 years experience in a Florida Tax Collector's Office/DHSMV agency, to include 6 months experience serving as an in-house trainer and mentor; 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.
- 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, expertly, 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.
- 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.
- Trouble-shoots access problems or data entry problems with state/county real-time databases housing current data, as well as historical.
- Guides less experienced employees to access websites to complete State/Tax Collector computer-based resource information or training courses.
- Acts as expert to assist in the processing of difficult transactions and/or situations for the public/employees within the guidelines of laws, ordinances, rules, regulations, policies and procedures.
- Provides a focal point in a work-group for team-building activities and performance improvement.
- 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 supervisory or managerial staff in their absence, when assigned. Performs special administrative projects.
- Answers questions, provides expert technical guidance to end users of all information-processing systems of the Tax Collector's Office; for example but not limited to, FRVIS, FDLIS, TaxSys, FFWCC, SharePoint, Outlook, Excel files, timesheets, and in general, tends to all of the routine administrative duties by operating a variety of software at an advanced skill level.

TAX TECHNICIAN, LEAD (continued)

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Illustrative Tasks (continued)

- 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.
- Renders direct assistance to less experienced employees to resolve customer service conflicts.
- 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.
- Performs complicated cash handling, balancing, and receipting duties involving currency, checks, money orders, credit, and debit cards.
- 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.
- Performs all work of a Tax Technician, Senior 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.
- 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 advanced 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.
- Skill in mediating, negotiating, and resolving conflicts.
- 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 make decisions in accordance with laws, ordinances, rules, regulations, policies and procedures while guiding compliance with tact and diplomacy.
- Ability to identify workflow problems and re-direct team work efforts.
- 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