

ORGANIZATION DEVELOPMENT COORDINATOR

Job Code	Pay Grade
23260	CL16

Nature of Work

This is highly responsible professional, technical, and administrative work assisting the Tax Collector's Office to achieve its management goals and objectives with modern organization design, and providing direct assistance to the Director, Tax Collector, in administering employee and management relations for various department heads. An employee in this class researches, plans, and implements organization development activities, to include ongoing evaluations of productivity, service performance, public needs, growth opportunities, and assembling the members of organization development teams from the various departments of the Tax Collector's Office (TCO) and directing team activities. Work is performed with considerable independent judgment and initiative under the general supervision of the Director/Deputy and is reviewed by observation of results achieved, conferences and reports.

Minimum Qualification Requirements

- Bachelor's degree with major course work in psychology, business, public administration, sociology or a related field, and 2 years of progressively responsible administrative or personnel management experience; 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.
- 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.)

- Develops proposals for additional staffing needs for all departments as part of the annual budgeting process, forwards to the director for approval.
- Prepares executive summaries for the Tax Collector that compares Department of Revenue (DOR) budgeted positions and increased service demands on a multi-year basis.
- Reviews and evaluates data from the Unified Personnel System (UPS), the Florida Department of Highway Safety and Motor Vehicles (DHSMV) and Division of Drivers Licenses, and the DOR as it relates to service requirements, revenues expected, and staffing needs.
- Tracks and analyzes transaction reports from the various agency heads of the TCO, to identify changing staffing needs.
- Identifies, recruits, and trains individual members of the organization development teams, coordinates their participation with the various deputies.
- Facilitates the meetings of organization development teams for the purpose of diagnosing system problems, and implements strategies for increasing management effectiveness.
- Conducts meetings to negotiate differences between competing priorities of various departments, and attempts to solve organization problems.
- Assists and coaches individual managers and supervisors in implementing organizational changes.
- May be delegated to represent the Deputy or Director for TCO before the Personnel Board, Employees' Advisory Council, and other groups.
- Reviews the literature and keeps knowledge current in the field of organization development.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of current federal, state, and local laws, ordinances, policies, standards and practices in employee relations and personnel activities.
- Knowledge of the objectives, methods, and problems of organizational development.

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Knowledge, Skills, and Abilities (continued)

- Knowledge of modern business methods and procedures applicable to public administration.
- Knowledge of the methods used in making statistical surveys and the preparation of reports.
- Knowledge of the functions, operations, and structure of the Tax Collector's Office and Pinellas County government.
- Skill in listening and counseling.
- Skill in assembling complex technical data in a reasonable, timely and comprehensive manner.
- Ability to assist employees and managers in resolving conflicts.
- Ability to apply computer applications and software.
- Ability to design problem-solving models.
- Ability to establish good working relationships with other TCO employees, public agencies, and the public.
- Ability to present oral and written comments and recommendations clearly and concisely.

For official use only

Revised	EEOC Code	Overtime Code
12/16	Professionals	Classified