

TAX COLLECTOR ASSISTANT BRANCH MANAGER

Job Code	Pay Grade
23276	E-12

Nature of Work

This is advanced supervisory and administrative work assisting in directing all activities of a remote full service Tax Collector Agency. An employee in this class assists the Branch Manager by giving personal attention to administrative details and by planning, assigning, and reviewing the work of subordinate supervisory, technical, and clerical employees involved in vehicle/vessel titling and registration, driver's licensing, hunting and fishing licensing, ad valorem and non-ad valorem tax collections. Work at this level requires extensive knowledge of applicable state laws, county ordinances, Department of Revenue (DOR) and Department of Highway Safety & Motor Vehicles (DHSMV) rules and regulations, as well as local policies and procedures, and an extensive knowledge of the State's software applications. Work is performed with considerable independent judgment and initiative under the general supervision of the Branch Manager and is reviewed through conferences, reports, and observation of results obtained.

Minimum Qualification Requirements

- Associate's or business school degree in a related field and 2 years of progressively responsible experience in the Tax Collector's Office that includes supervisory training or 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.
- Must apply for and maintain FRVIS Access Authorization per Florida Department of Highway Safety Motor Vehicles Procedure TL-57 and RS-64.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Acts as an expert interpreting laws, ordinances, rules and regulations to subordinate supervisory and clerical employees.
- Assists the Branch Manager in developing the office budget, by guiding supervisors to follow the Budget Instruction Manual.
- Plans and schedules the work of supervisory employees to ensure continuous coverage.
- Assists supervisors with work schedules, performance appraisals and progressive discipline.
- Participates in interviews, and recommends hiring or promotion to fill vacancies as directed by the Branch Manager.
- Receives telephone inquiries and attempts to handle complaints and solve problems without further referral.
- Maintains the office's records management program to furnish rapid and accurate information to taxpayers or their legal representatives.
- Develops a facility management program to include a safe working environment for employees and a barrier-free environment for the public; forwards to the Branch Manager for approval.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of state laws, county ordinances, DOR/DHSMV rules and regulations governing the titling and registering of vehicles/vessels, hunting and fishing licensing, driver's licensing, and Pinellas County Unified Personnel System Rules.
- Knowledge of legal terminology, business English and math.
- Knowledge of the techniques of supervision and management.
- Skill in personal computer applications, business and training equipment.

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Knowledge, Skills, and Abilities (continue)

- Ability to apply computer applications and software.
- Ability to establish and maintain good working relationships with subordinates and superiors, and to promote good working relationships with other public agencies and the public.
- Ability to analyze and solve administrative problems, and to render advice and assistance to others.
- Ability to communicate effectively and concisely, orally and in writing.

For official use only

Revised	EEOC Code	Overtime Code
4/15	Officials & Managers	Exempt