

Washington County Tax Enforcement Manager Job Description

Exempt: No
Department: Tax Collector
Reports To: Chief Deputy
Location: County Offices
Date Prepared: August 01, 2012
Date Reviewed: July 2014

GENERAL DESCRIPTION OF POSITION

Supervise department tax collection of delinquent businesses, delinquent personal property, state certified property, bankruptcy, forced assessments, probates, utilities, mobile homes, mortgage companies, escrow accounts, and foreclosures information, Arkansas State Highway & Transportation Department documents and aid in daily problems. Address growth memos and research all returned mail. Specialize in the correction of any erroneous tax statements. Final processing of all online tax payments and requests for refunds of delinquent penalties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Oversee all tax enforcement issues. This duty is performed about 20% of the time.
2. Making all corrections on erroneous taxpayer ID's and bill. This duty is performed about 10% of the time.
3. Making payments and keeping records on all on-line tax payments. This duty is performed about 10% of the time.
4. Coordinate work for my position and two employees. This duty is performed about 10% of the time.
5. Mail and tract returned mail for tax statements. This duty is performed about 10% of the time.
6. Maintain all tax enforcement escrow accounts and mail statements for those with a balance due. This duty is performed about 5% of the time.
7. Able to react to change productively and handle other essential tasks as assigned. This duty is performed about 5% of the time.
8. Work with County Attorney.
9. Process all requests for refund of delinquent tax penalties.
10. Fill in for any tax enforcement agent when needed during any absences.
11. Fill in for any staff when needed.
12. Receives payment from property sales seizures, on-line payments, real estate, personal property, and escrow accounts.

13. Balance of collections at end of shift.

14. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school or GED, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 3 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: 10-Key, Accounting, Alphanumeric Data Entry, Spreadsheet

Basic: Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

SUPERVISORY RESPONSIBILITIES

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Tax Enforcement

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit; frequently required to use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

ADDITIONAL INFORMATION

Important decisions or recommendations: Which businesses owes the most delinquent

personal tax and which to collect from first; Who is in bankruptcy and not able to collect delinquent personal taxes. Who is exempt from certification of real estate tax due to bankruptcy; How to find delinquent taxpayers through the internet, Assessor's Office and contact with other counties; Finding owner of businesses and collecting delinquent taxes; Keeping the department on schedule for seasonal collections; and Helping to determine if errors were made for the tax penalties and whether to remove or waived them. Maintain confidentiality with bankruptcy, probate SS numbers, vital records from the Department of Health and Human Services, delinquent real estate and delinquent personal property addresses and credit reports. Knowledge of Arkansas laws that govern bankruptcy and collections of delinquent property taxes, probates, foreclosures, utilities, and mortgage companies.