



## DELINQUENT MANAGER

**Salary Range: \$45,784 - \$78,714**

**FLSA: Exempt**

### **Purpose of Classification:**

The purpose of this classification is to manage the processes involved in the collection of delinquent taxes through state mandated levy and tax sales for real and personal property. Included in this classification is to manage the day-to-day operations and staff involved in the collection of current and delinquent taxes while providing excellent customer service and maintaining a high focus on quality.

### **Essential Functions:**

Manages multiple areas of related to Property Tax and Delinquent Collections. Manages, directs, and evaluates assigned staff. Provides leadership; initiates and incorporates self and team development

Manages the training of staff in operations, policies, and procedures. Works collectively with the Training Department.

Oversees employee work schedules to ensure adequate coverage and control. Prioritizes and schedules work activities in order to meet objectives. Reviews/approves timesheets in KRONOS.

Make system updates in IAS World. Identifies errors and initiates solutions on how to eliminate them.

Manage imaging process. Continuously strive toward improving processes by conducting audits to verify quality and best practices.

Ensures work activities are in compliance with local, state, and federal rules, regulations, laws, codes, and ordinances; reviews specific processes, documents and taxpayer interactions; identifies problems and violations; initiates problem resolution and process changes to correct deviations; and evaluates proposed legislation for potential impact on County systems and finances.

Acts as a liaison between employees and department Chief Deputy. Participates in community service events that may be scheduled during or after standard work hours. Provides information and assistance regarding rules and regulations, procedures, or other issues. Explains tax policies involving the collection of real, personal and ad valorem taxes.

Completes employee performance appraisals, Organizes, prioritizes, and assigns work. Monitors status of work in progress and inspects completed work. Approves/processes employee concerns and problems and counsels or disciplines as appropriate

**Essential Functions Continued:**

Ensures that subordinates have the proper resources needed to complete the assigned work

Consults with assigned staff to assist with complex/problem situations and provide technical expertise.

Provides professional reporting to identify progress and activity to Chief Deputy and assists with the revision of procedure manuals as appropriate.

Provides assistance and information related to departmental procedures, services, fees, forms, calculations, adjustments, or other issues.

Responds to questions, complaints, or requests for service; resolves problems and determines the correct approach for customer escalations. Researches customer concerns and payment discrepancies; and corresponds with taxpayers and external departments to facilitate corrections

**Minimum Qualifications:**

- Bachelor's Degree in a related field
- Have in depth knowledge of property tax law to include property title and homestead laws
- At least three years of supervisory experience
- Minimum of a year of collections experience
- Have any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Be able to work a flexible schedule
- Professional in manner, maintain a positive attitude, well spoken, and concise
- Possess strong critical thinking skills, an analytical mind, and problem- solving aptitude
- Considered proficient in MS Office Suite
- Advanced organizational skills with the ability to handle multiple assignments
- Possess strong effective communication skills both verbally and non-verbally
- Self-starter and take initiative
- Be able to work independently and on a team