



PROPERTY TAX MANAGER

Salary Range: \$50,784 -\$78,714

FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to assist in planning and managing operations and staff involved in the collections of ad valorem taxes, homestead exemption processing and audits, and customer service related tasks.

Essential Functions:

- Responsibilities include but are not limited to all Property Tax services at three office locations within the County.
- Assists with preparation of annual audit responses to account for current and delinquent taxes and special assessments; assists with preparation and submission of other reports as requested.
- Participates in community service events that may be scheduled during or after standard work hours to enhance and extend the networking of the office and its services with other organizations and taxpayers throughout the Community.
- Creates, assists, and participates in opportunities to develop and train employees toward being an expert in the field of Property Tax.
- Continuously strive toward improving processes by assisting in conducting audits to verify quality and best practices.
- Manages and evaluates assigned staff; develops and oversees employee work schedules to ensure adequate coverage and control; compiles and reviews timesheets; approves/processes employee concerns and problems and counsels or disciplines as appropriate; assists with or completes employee performance appraisals; directs work; acts as a liaison between employees and Department Director; and ensures staff is trained in department operations, policies, and procedures.
- Organizes, prioritizes, and assigns work; schedules work activities to meet objectives; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; works with director to assist with the revision of procedure manuals as appropriate.
- Works with supervisor(s) to manage the cashier duties when receiving and processing payments tendered as cash, check, credit and debit cards and bank wires when necessary.
- Oversee the balancing of transactions and maintaining good accounting practices.
- Manages processes for automated payment and imaging systems within designated timeframes per established procedures.
- Receive, review and process various documents including homestead exemption applications, tax bills, motor vehicle tag registration (homestead, auditing).
- Appropriately respond to customer inquiries and correspondence by providing information about the documents necessary for the processing of homestead exemptions as well as directing customers to other county services.



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- Communicate effectively both in verbal and written form with Director, other employees, taxpayers, third party contractors, the public and others as needed to coordinate work activities, review work status, exchange information and meet challenges as they occur.
- Reviews submitted balances and receipts for accuracy and completeness; makes adjustments in computer systems and in documentation as needed; prepares, records and checks to accounting division.
- Reconciles accounts; review Mavro file for accuracy; data entry, downloads and imports data; researches out of balance issue such as chargebacks, uncleared checks, etc.; resolves discrepancies and corrects errors.
- Works with the Director to coordinates information technology functions for the department; coordinates implementation of new software; tests and evaluates new systems and upgrades; reviews software reporting tools; makes recommendations and provides solutions for improved efficiency and functions; writes queries to analyze and review system data; trains staff on new systems.
- 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.
- Any other reasonable duties as required by the Director.

Minimum Qualifications:

- Bachelor's Degree in a related field.
- Must have knowledge of property tax law to include property title and homestead laws.
- Five years of management experience or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Must be able to work a flexible schedule (May have to attend community events).
- Must be professional in manner, well spoken, and concise.
- Must 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.
- Must possess strong effective communication skills both verbally and non-verbally.
- Must be a self-starter and take initiative.
- Be able to work under minimal supervision.
- Be able to work independently and on a team.