



TAX TAG SUPERVISOR MOTOR VEHICLE DEPARTMENT

Salary Range: \$44,654- \$71,893 FLSA: Nonexempt

Purpose of Classification:

The purpose of this classification is to supervise the day-to-day operations and staff involved in the collection of taxes and the processing of titles and registrations while providing excellent customer service and maintaining a high focus on quality and accuracy.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, 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 management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work; prioritizes and schedules work activities in order 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; provides progress and activity reports to management; and assists with the revision of procedure manuals as appropriate.

Performs customer service functions; provides assistance and information related to departmental procedures, services, fees, forms, property taxes, 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 agencies to facilitate payments.

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 processes changes to correct deviations; and evaluates proposed legislation for potential impact on County systems and finances.

Receives and balances department monies; balances money received; verifies accuracy and correctness of deposits; corrects errors; assists with entering payments into check processing software; and maintains, balances, and reconciles petty cash account.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures; receives, reviews, completes, processes, forwards, or retains, as appropriate title audits, liens, exemptions, adjustments, and other department documentation; prepares or completes various forms, reports, correspondence, taxpayer inquires, appeals, titles, registrations and other department documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.



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Minimum Qualifications:

High school diploma or GED required; four years of experience in tax collection, processing titles and registrations, customer service or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Preferred Qualifications:

- Associate or Bachelor's Degree in a related field