

TAX COLLECTION MANAGER - 2317

General Definition of Work:

Performs difficult professional and intermediate executive work planning and implementing the collection of property taxes, fees and assessments. Work is performed under the general supervision of the Tax Administrator. Supervision is exercised over all division personnel.

Essential Functions/Typical Tasks:

Directing the collection of taxes, fees and assessments; maintaining records and files; preparing reports; responsible for directing, training, evaluating staff and has substantial influence in hiring and employment decisions.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Plans, organizes and directs the collection of a variety of taxes, fees and assessments.
- Develops and executes a plan for the collection of all property taxes using legal remedies afforded by the Machinery Act.
- Devises a time table for and supervises and participates in the preparation of letters, notices, levies and foreclosures.
- Reviews all real estate transferred from the listing taxpayer to a new owner during the year in order to send transfer letters.
- Listens to and resolves taxpayer complaints or problems of a complex nature.
- Solves problems arising from attachment and garnishment notices, foreclosures, bankruptcies, mortgage company and regular taxpayer payments.
- Assists mapping and appraisal offices in correcting mapping problems, deed transfer errors, will transfer errors, and listing discrepancies.
- Assists attorneys, realtors, taxpayers and mortgage companies in obtaining tax values, deed references, property descriptions, tax amounts, and other information.
- Audits copies of bills, tax scrolls, deposit records, attachment and garnishment records, correspondence, licenses, permits, notices and reports.
- Completes special projects and reports for Tax Administrator as directed and presents results to management and the Board of Commissioners as require.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Comprehensive knowledge of the portions of the law related to tax collections, including the North Carolina Revenue Act, Machinery Act, and property tax laws; comprehensive knowledge of governmental accounting procedures and fiscal management; working knowledge of office equipment and computers and applicable software applications; ability to develop and implement an effective system for the collection, receipting and reporting of large sums of money; ability to plan and direct the work of subordinates; ability to establish and maintain effective working relationships with County officials, the general public and associates; ability to communicate effectively both orally and in writing; ability to prepare detailed reports; ability to attend work regularly.

Education and Experience:

Requires graduation from an appropriately accredited college or university with major course work in accounting, business administration or related field and extensive experience in collection activities including considerable supervisory experience. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, standing, walking, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of North Carolina Tax Collector's Association certification as a Deputy Tax Collector or must be able to obtain within two years of employment.

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