

ASSISTANT TAX ADMINISTRATOR

DEFINITION OF WORK

Employee in this class assists the Tax Administrator in planning, organizing, and directing programs for the assessment, valuation, revaluation, and collection of taxes for the County. An employee in this class manages and directs the daily operations and activities of the Tax Administrator's Office and assumes the duties of the Tax Administrator in his/her absence. Work includes program planning, fiscal management, policy development and modification, operational administration, complex and difficult assessment, and related work. The employee provides professional technical support for tax administration including assigning and managing work; performs and supervises professional assessment, appeal and public contact activities. Work involves assisting in the development of goals and objectives, policies, procedures, and methods for program operations; handling budget and personnel matters; and working with sensitive and controversial issues in the tax assessment, valuation, and revaluation, collection and garnishment program. Independent judgment must be exercised in making final decisions regarding contested property values and legal points on tax assessment and collection matters. Work is performed in accordance with State statutes and local ordinances under the general supervision of the Tax Administrator and is reviewed through periodic conferences, reports, and an annual audit of all records.

EXAMPLES OF WORK

Employee in this class participates in the formulation and execution of goals, objectives, policies, procedures and work standards; manages the daily activity of a staff of professional and support employees to assure that all required notices, postings, deadlines, and other laws, procedures, policies, and guidelines are met in the tax appraisal, listing, collection, and land records management systems; participates in the development of comprehensive strategic and operational plans, resource management, and budget control process, and ensures the unit goals and objectives are aligned with the mission of the Department; assists in the planning and development of the annual budget as well as the revaluation budget. Employee manages the evaluation of real and personal property and the collection of these taxes; implements policies and procedures governing the valuation of property for assessment and collection; reviews legislation to determine its effect on current systems and workload; ensures staff administers all laws and regulations for County property owners in accordance with the general statutes; takes a lead role in creating training plans to ensure staff development; ensures staff are properly oriented and trained to efficiently perform their assigned duties; plans, schedules, and supervises work of subordinate managerial and supervisory staff; ensures timely completion of annual assessments and assessment rolls; explores resources and procedures to identify cost effective solutions to improve service delivery; and hires staff, assigns work, and establishes performance standards. Employee is responsible for the oversight of the tax administration technology enhancements and Departmental projects; analyzes the computer and information needs from an operational and strategic perspective and determines immediate and long-range resource requirements; ensures the continuity and security of data. Employee is the final resource for resolving customer, system, and staff concerns prior to referral to the Tax Administrator; and performs related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a degree in business administration, public administration, accounting, or finance with five years of progressively responsible experience in tax

administration; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of State laws governing the administration of taxes on real and personal property and the collection of taxes; thorough knowledge of accepted practices in assessing real and personal, residential, commercial, and industrial property; thorough knowledge of Office practices and procedures and automation systems necessary to operate and administer a County tax system; considerable knowledge of the organization and functions of County government; considerable knowledge of modern leadership and managerial practices and County personnel, budgeting, and purchasing policies; ability to evaluate and appraise a wide variety of real and personal property; ability to deal courteously and tactfully with the public; ability to establish and maintain an effective relationship with State and County officials, other departments, employees, and the general public; ability to handle sensitive and controversial tax appeals and other situations; ability to interpret and explain laws, policies, and procedures relating to listing and assessing property and tax collections; ability to plan, organize, and evaluate the work of employees; ability to organize work and establish priorities to meet guidelines and deadlines of the State.

SPECIAL REQUIREMENTS

Work requires State certification in the Fundamentals of Tax Listing and Assessing, Real Estate, and Personal Property certification. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Employees are subject to hazards associated with an office environment.

PHYSICAL REQUIREMENTS

Must be able to physically perform the life support functions of talking, reaching, stooping, kneeling, lifting, fingering, hearing, talking, and repetitive motions; must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects; must possess the visual acuity to prepare and analyze data and figures, fill out forms, and operate a computer and other office machinery.