

CHIEF OF ASSESSMENT AND COLLECTIONS

DEFINITION OF WORK

Employees in this class assist the Tax Administrator in managing and directing the day-to-day operations and activities of the Assessment and Collections Divisions and to assume the duties of the Tax Administrator for those divisions in his absence. Includes policy interpretation, program planning, fiscal management; administration and direction of all operations within these divisions; and performs complex and difficult assessment and related work. Provides professional support for assessment and collection, including assigning, directing and reviewing the work of technical support and professional staff; performs professional assessment, appeal and public contact activities in support of the assessment functions; and performs related work as required. Work is performed under the supervision of the Tax Administrator and is evaluated by the effectiveness of division program results.

EXAMPLES OF WORK

Under the direction of the Tax Administrator, formulates and institutes the development and implementation of goals, objectives, policies, procedures and work standards for the Assessment and Collections Divisions. Assists the Tax Administrator in planning, conducting and completion of assessment, audit, customer service and collection activities. Establishes an extensive audit program to include business property, food and beverage, and occupancy tax. Assists the Tax Administrator in the planning and development of Assessment and Collections' annual budget; and providing oversight to the Special Board of Equalization and Review. Assists the Tax Administrator in creating comprehensive training plans to ensure staff growth and development. Ensures that staff are properly oriented and trained to efficiently and effectively perform their job and/or assigned duties. Hires staff, assigns work, establishes performance standards, evaluates work and provides guidance, direction and discipline as necessary. Manages overall resources and manpower to assure the timely completion of annual assessment and collections deadlines. Explores new resources or procedures and identify cost effective solutions and training for divisional needs to improve service delivery and to address challenges. Responsible for oversight of the Assessment and Collections Division's technology enhancements and projects. Serves as a key person on the implementation of new tax software to include, software upgrades and enhancements. Analyzes the computer, informational and business processes of the Assessment and Collections Division's from an operational and strategic perspective and determines immediate and long-range personnel and equipment requirements. Develops ways to educate the public about various assessment programs to include tax relief and audit; and collections programs to include pre-payment through multiple media outlets and resources. Conducts informational meetings and speaking engagements with other agencies, community service groups, homeowners associations and other public forums; identifies and participates in opportunities to inform the public regarding property tax issues, laws, and/or regulations. Monitors changes and proposed changes to property tax assessment related legislation, evaluates their effect upon County activities and recommends policy and procedure modifications. Provides directions for the implementation and administration of programs and services provided by divisions to include audits and assessment of business personal property and tax billing and collection; identifies problems and considers alternative courses of action. Maintains accurate records and files; prepares periodic and special reports as assigned. Resolves complaints, answers questions and provides information to the staff and the general public concerning the application of existing laws and new legislation issues on property assessment, business audit and collection. Confers with Tax Administrator, County Manager, County Commissioners and other Local and State officials regarding program issues. Prepares special reports for outside agencies; coordinates requests of assessment roll information.

EMPLOYMENT STANDARDS

Education and Experience:

Bachelor's degree in Business Administration, Public Administration, Accounting, Finance, Economics or related field; supplemented by five (5) years of responsible experience in taxation including administration and supervisory experience; or an equivalent combination of education, training, and experience. Required training in the application of personal computers.

Knowledge, Skills, and Abilities:

Has thorough knowledge of the methods, procedures and policies of Cumberland County as such pertain to the performance of the essential duties of the Chief of Assessment and Collections. Has thorough knowledge of the principles and practices associated with assisting in planning and directing activities, services and the staff of business/personal property assessment, audit and tax collection programs. Has thorough knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position. Has thorough knowledge of the organization of the department, and of related departments and agencies. Clearly understands the occupational hazards and safety precautions required to perform the essential functions of the work. Has thorough knowledge of terminology and related professional languages used within the department as such pertain to work responsibilities. Knows how to maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts.

SPECIAL REQUIREMENTS

Requires a passing grade in the North Carolina Fundamentals of Property Tax Listing and Assessing, Personal Property Appraisal and Assessment, and Fundamentals of Property Tax collection courses within 24 months of hire. Requires a valid North Carolina driver's license with an acceptable driving record. Background check with local law enforcement agency required. 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.