

TAX PROGRAM COORDINATOR

DEFINITION OF WORK

Employees in this class perform coordinative, quality control, and training work in the Collections, Assessment/Audit, and Customer Service units in the County Tax Department. Employees are responsible for overseeing the daily work activities and developing new and updating existing training programs as new work laws, policies, and procedures change. This includes maintaining standard operating procedure manuals and training records. Employees are also responsible for providing technical advice and mentoring to co-workers in the processing of complex transactions in the Tax Departments' Collections, Assessment/Audit, and Customer Service units. Work is characterized by the variety and complexity of duties performed. Employees are expected to perform at the advanced level requiring knowledge of most programmatic areas, and to have considerable knowledge of the full tax process. Independent judgment must be exercised in applying laws, policies, and procedures to specific situations such as specialized billing, collections, and listing processes. Considerable tact and courtesy must be exercised in dealing with the public and co-workers on tax questions. Accuracy is required in training and in performing quality control of data in the system. Work is performed under the general supervision of a Tax Program Supervisor or Manager and is evaluated through conferences and overall effectiveness of work performed.

EXAMPLES OF WORK

The employees works within established programs to ensure all workers receive the proper training and knowledge to perform their assigned tasks; maintain training records of each employee's training and progress utilized for performance reviews and employee development; and maintain various standard procedure manuals in their respective area. Employees must stay abreast of new legislative laws, County and municipal procedures and changes as they relate to ad valorem taxes. Employees perform on-the-job training during the course of an employee's regular duties; guide employees through the processes of performing tasks and explaining the standards for performing tasks; demonstrate strong interpersonal communications skills to teach others; demonstrate organizational skills and the rationale for attention to detail; develop new and modify existing training programs, and provide mentoring to less experienced employees. Employees may participate and provide a quality control standard by reviewing the work products of others engaged in entering and processing real estate assessment information, entering and processing tax listing and billing information for the personal property program, providing work of a legal nature in the collection of delinquent taxes, fees and special assessments and/or serving as a liaison on issues related to bankruptcy, foreclosures, and attorney accounts. Work includes researching delinquent accounts; gathering information and preparing documentation to proceed with foreclosures; maintaining records concerning County owned properties; processing necessary paperwork associated with garnishments, attachment of bank accounts, and foreclosure of real estate; and reviewing, verifying, and recording all bankruptcies on real and personal property and/or business personal property. Work may include advising delinquent taxpayers as to the options in paying delinquent taxes; calculating penalties and interest charges; preparing edits, analyzing and verifying information on property appraisals, business and non-business listings, real estate, DMV files, tax billing, adjustments, refunds, collection of revenues and other tax program documents; providing advice to other regarding policies and procedures; researching and analyzing information such as property identification, tax assessments, schedules, tax adjustments, payoffs and assisting with deed references, special assessments, tax statements and tax billing and system records discrepancies; and preparing reports for management and notifying management when problems arise; providing information and assistance in interpreting financial results; identifying internal control processes and procedures; performing related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a two-year community college with a degree in business, finance, or accounting supplemented by course work in tax listing, assessment, and collections and four years of experience in a tax department; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Considerable knowledge of the North Carolina Machinery Act and County tax policies concerning the area to which assigned; considerable knowledge of the procedures, laws, forms, and records used in the listing, assessment, billing, or collections functions; considerable knowledge of the full tax process; considerable knowledge of modern office practices, procedures, forms, and computers in the preparation of records and conducting research; skill in automated systems and their applications in the tax office; skill in data entry and retrieval; ability to communicate effectively in oral and written form; ability to train and mentor others; ability to make arithmetical calculations; ability to deal courteously and tactfully with the co-workers and the general public in explaining tax laws and policies; ability to establish and maintain effective working relationships as necessitated by work assignments; ability to maintain accurately records and reports and compute figures rapidly and accurately.

SPECIAL REQUIREMENTS

Completion of the North Carolina Fundamentals of Property Tax Listing and Assessing course within 18 months of hiring date is required. 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 to include working in cramped conditions, retrieving heavy books and associated ergonomic and visual acuity issues.

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.