

TAX PROGRAM MANAGER

DEFINITION OF WORK

Employees in this class perform supervisory and administrative duties in the organizing and directing of the collection and accounting for taxes or perform technical and administrative work directing the listing and audit of property and the assessment of values and tax levy for the County. The employees are responsible for collections and are responsible for managing divisional staff engaged in collecting taxes, fines, fees and other revenues, listing and processing of assessments and billing information, and accounting for money collected in accordance with State laws and local regulations. The employees are responsible for assessments and audit and direct the work of a staff responsible for assisting the public in listing taxes and generating the basis on which tax bills are collected. The employees ensure accurate data entry and processing of assessments, auditing, and billing information and planning and supervising audits of various type of personal property listings and special programs and preparation of audit finding reports. Duties include researching, planning, and creating a variety of systems; maintaining the database for accurate records and providing information to County officials; and assisting taxpayers with disputes. Considerable independent judgment and initiative are required to assure proper processes and procedures are developed and followed. These positions are members of the management team and are involved in planning, organizing, budgeting, supervising, and participating in most human resources functions for the Department. Tact is necessary in working with property owners and their representatives. Work is performed under the supervision of the Assistant Tax Administrator and is evaluated by the effectiveness of the program as indicated by annual reports, collection records, annual audits, and reports on the operation of the collection function .

EXAMPLES OF WORK

Employees plan and organize systems and procedures to direct the work of employees in their assigned division. The employee assigned to Collections manages the collection of taxes, fees, prepared food and beverage, room occupancy, gross receipts rental vehicle and heavy equipment rental vehicle taxes and other revenues; plans and organizes the work of the customer service office and the listing and processing of assessment and billing information. The employee responsible for the Assessment and Audit division directs staff in properly listing and billing of personal property and billing of real property; assures deadlines are met for timely billing of taxes; researches, plans, and creates annual abstracts for mailing to taxpayers for listing real and personal property; supervises senior citizen and disability exemptions; assists taxpayers with disputes of assessments or appeals on listed property; informs and educates taxpayers on County policies; processes reports and reconciles data prior to creation of bills; and directs the audit function and reconciliation of all audit findings. Employees evaluate software for needs and problems and recommend enhancements; plan and monitor operating budget; handle personnel issues; authorize purchases and expenditures from budget; handle the more complicated issues with taxpayers; maintain accuracy and integrity of data collected; implement policies and procedures; manage use of resources and available resources; advise management on difficult issues related to division operations and services; train staff in processes and procedures; supervise the preparation of annual and monthly reports; explain procedures and legal requirements; approve actions; help assistants resolve situations using problem solving approach; handle controversial and legal situations with attorneys, taxpayers, and judicial system officials; prepare, edit, analyze, and verify information related divisional processes; ensure accuracy of information; update records and ensure reconciliation of data, prepare records and reports; and perform related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a college or university with a degree in accounting, tax administration, or closely related field with five years of progressive supervisory and responsible experience that includes assessment, auditing, collections, and supervision; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of laws relating to the assigned program area; thorough knowledge of State laws governing the administration and collection of taxes; thorough knowledge of the policies and procedures required within the assigned area; thorough knowledge of modern office procedures and methods of accounting; considerable knowledge of the organization and functions of County government; ability to plan, coordinate, and participate in the functions within the assigned area of work; ability to direct, supervise, train, and evaluate the work of employees; ability to analyze and utilize modern procedures, computer systems, and software; ability to communicate effectively in oral and written forms; ability to handle the public courteously and tactfully; ability to develop and maintain effective working relationships with County officials, other Department employees, and the general public; ability to interpret and explain laws, rules, and regulations; ability to handle sensitive and controversial legal situations; ability to develop and maintain systems for accurate tax, accounting, and collection records.

SPECIAL REQUIREMENTS

Employees must have completed the North Carolina Fundamentals of Property Tax Listing and Assessing course. 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.