

## **TAX PROGRAM SUPERVISOR**

### **DEFINITION OF WORK**

The employee in this class performs administrative and supervisory work in the Assessment/Audit Division within the County's Tax Department. The employee in this class assists the Tax Program Manager in planning and supervising work in the assigned division. The employee oversees the work of the staff; checks accuracy and completeness of work performed; and prepares activity reports for management. Employee manages and supervises the daily work activities of the assigned division. The employee supervises the work of a staff responsible for assisting the public in listing taxes and generating the basis on which tax bills are collected. Employee ensures the accurate data entry and processing of assessments, auditing, and billing information. Work also includes planning and supervising audits of various type of personal property listings and special programs and preparation of audit finding reports. Independent judgment and initiative are required to assure proper processes and procedures are followed. This position is a member of the division management team and is involved in assisting the Tax Program Manager in planning, assigning work, budgeting, supervising, and participating in most human resources functions. Tact is necessary in working with property owners and their representatives. Work is performed under the supervision of the Tax Program Manager 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**

Employee assists the Tax Program Manager to plan and organize the work within the assigned division and supervises the daily work of staff in properly listing and billing of personal property and billing of real property and the tax audit program. Employee handles the more complicated issues with taxpayers; monitors work to meet deadlines; maintains accuracy and integrity of data collected; assists taxpayers with any disputes; informs and educates taxpayers on County policies; processes reports and reconciles data; maintains accuracy of records of County, municipal, and special districts; provides information to the Tax Program Manager regarding problems in the daily work processes or system issues hindering the productivity of staff; implements policies and procedures; manages the use of resources and available resources; trains staff in processes and procedures; intervenes and handles difficult situations with angry tax payers; supervises the preparation of annual and monthly reports; interprets laws related to collection, assessment and audit; explains procedures and legal requirements; participates in monitoring the operating budget, personnel issues, and purchases and expenditures; performs 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 four years of progressive supervisory and responsible experience that includes assessment, auditing, 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 the policies and procedures required within the assigned area; considerable 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 supervise, train, and evaluate the work of employees; ability to analyze and utilize modern procedures, computer systems, and software in the assigned area; 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 departments, 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.