



Property Tax Supervisor (2960)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 15

Safety-Sensitive: No

Purpose

The purpose of this classification is to supervise staff, to consolidate property tax funds collected from various locations, to assist the Tax Commissioner in all aspects of delinquent tax research/investigation, and to promote an understanding of tax policies and procedures.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Supervises, directs, and evaluates assigned staff: develops and oversees employee work schedules to ensure adequate coverage and control; compiles and reviews timesheets; approves/processes employee concerns and problems; counsels or disciplines employees as appropriate; assists with or completes employee performance appraisals; directs work; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and assists with the revision of procedure manuals as appropriate.

Attempts to collect delinquent real estate, personal property taxes and other fees in accordance with applicable codes, laws, rules, regulations, standards, policies and procedures: notifies taxpayers as required through generating delinquent letters; files and prepares liens and lien cancellations for eFiling; scans and transmits files for transmission to necessary offices.

Researches, investigates, and analyzes tax inquiries: utilizes government systems and databases, various internet search engines, and tax map queries to assist in investigations; conducts detailed owner search to ascertain ownership of property; researches data; conducts site visits when necessary.

Performs customer service duties: communicates one-on-one with the public regarding property taxes, calculations, and adjustments; addresses customer complaints on the phone and in person; resolves problems and determines the correct approach for customer escalations; researches customer concerns and payment discrepancies; corresponds with taxpayers and external agencies to facilitate payments; and assists Tax/Tag Specialists, providing information, guidance and advice.

Ensures compliance with current tax laws and policies: updates policies and procedures to reflect changes in laws; trains staff to ensure compliance; researches exemptions; and represents the Tax Commissioner's Office at public functions, meetings and presentations to various organizations and municipalities regarding office policies and procedures.

Balances department monies: balances money received; works with accounting office to handle issues due to changes in calculations; follows up on submissions to Delinquent Tax Administrator to ensure proper payment; and assists with the keying of payments in check processing software.

Processes a variety of documentation associated with department operations, within designated timeframes and per established procedures: receives and reviews various documentation, including title audits, liens, exemptions, and adjustments; reviews, completes, processes, forwards or retains as appropriate; prepares or completes various forms, reports, correspondence, and other documentation, including taxpayer inquiries, appeals; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records; downloads all real estate transfers, cross-referencing to review for errors and checking for taxes paid; mails and maintains current tax brochures per state guidelines.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required; supplemented by two years of experience in tax collection, processing tags and registrations, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license.

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

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