



Career Service Authority
Tax Revenue Agent Supervisor

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory work over employees engaged in collecting delinquent taxes and enforcing compliance of city ordinances and state laws.

DISTINGUISHING CHARACTERISTICS

This class supervises employees engaged in collecting delinquent taxes and enforcing compliance of city ordinances and state laws. This class is distinguished from the Treasury Agent that performs full performance collection work by contacting businesses to collect delinquent taxes and collecting payments or issuing distraint warrants to seize and sell business property(s) and assets. This class is distinguished from a Tax Revenue Agent II that performs standard level work collecting taxes to generate revenue for the city, enforcing compliance of state and municipal tax laws, providing taxpayers with information and assistance, and performing lead work over a team of Tax Revenue Agents I.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Supervises employees engaged in collecting delinquent taxes, providing taxpayers information and assistance, and enforcing compliance of city ordinances and state laws.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, formally evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Recommends improved tax collecting strategies/techniques and assists in the revisions of applicable ordinances and regulations.

Addresses problems, answers questions, and responds to complaints from the public, city officials, and other city agencies.

Attends meeting to coordinate work with other agencies and/or departments and resolve problems specifically related to the supervised function.

Performs special projects as assigned.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory - Recalls information that has been presented previously.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Self-Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Decision Making - Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to employees and others and to recognize and correct hazardous situations.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of city ordinances and state laws sufficient to be able to enforce compliance relating to the payment of taxes.

Physical Demands:

Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Balancing: maintaining body equilibrium to prevent falling over.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.
Depth Perception: ability to judge distances and space relationships.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Three years of experience collecting taxes in compliance with applicable tax laws.

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/16/2005

REVISED BY:

Patricia Anderson

CLASS HISTORY

This class has been revised and updated. Additionally, the class title has been changed to Tax Revenue Agent Supervisor from Tax Investigation Supervisor.