



CLASSIFICATION DESCRIPTION

TITLE: BUSINESS TAX RECEIPTS SUPERVISOR **JOB CODE: 12 (Non-Exempt)**

GENERAL DESCRIPTION OF DUTIES

Under general direction, the purpose of the position is to supervise customer service work assisting citizens with application and processing of local business tax receipts. Employee in this classification functions at entry management level, and is responsible for researching and analyzing code compliance issues and complaints. Objective is to ensure accurate and efficient assistance to the general public and business community while enforcing compliance with all City, State and Federal laws and regulations applicable to the work.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Supervises, trains, and evaluates Local Business Tax staff; coordinates and manages all customer service functions to ensure the accomplishment of departmental schedules, goals and objectives.
- Evaluates, recommends and implements departmental policies and procedures to promote maximum office efficiency and effectiveness.
- Answers escalated and highly complex inquiries and requests regarding business tax receipts from the general public and business community, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information.
- Researches and analyzes data and information relative to business tax receipts; performs data verification and reconciliation tasks; coordinates and conducts inspections.
- Explains and interprets City, County, State and Local Business Tax Receipt policies and procedures; responds to complex and/or sensitive code enforcement, municipal violations and customer service issues.
- Encourages voluntary compliance for the resolution of violations; initiates proper legal procedures to enforce conformity of non-complaint parties; provides testimony in code violation hearings.

- Manages and ensures the accuracy of all documentation, forms and applications required for Business Tax Receipts; oversees appropriate tax receipts.
- Ensures all processing and documentation of all transactions is in compliance with all applicable City, County, State and departmental policies and procedures.
- Performs a wide variety of administrative supervisory duties, e.g., coordinates with other departments and management; budget and cost control functions; provides professional advice and assistance as needed.
- Performs routine accounting work of revenues according to generally accepted standard accounting principles, established procedures, departmental guidelines, and regulatory requirements applicable to the work.
- Assists senior management with various administrative duties; attends various management meetings for dissemination of information.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

Associates Degree with major coursework in Business or related field; supplemented by seven (7) years progressively responsible customer service experience within a similar government organization, to include two (2) years within a lead capacity; or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand and follow written and oral instructions; knowledge of business English and spelling.
- Ability to effectively supervise a staff comprised of entry and journey level professionals engaged in carrying out departmental functions.
- Skill in clearly and effectively communicating technical information both verbally and in writing.
- Skill in the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.
- Thorough knowledge of rules and regulations as they relate to Business Tax Receipts.
- Ability to understand, follow and explain pre-established City, State, and Federal rules, policies and procedures.
- Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.

- Ability to access, maintain and update various software applications and data bases, e.g., Outlook, Excel, Word, Internet, specialized software applications.
- Ability to read, update and maintain various records and files.
- Ability to perform moderately complex mathematical computations and tabulations accurately and efficiently.
- Ability to establish and maintain effective working relationships and communications with project consultants, private contractors, City employees, and the general public.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is frequently required to stand, walk, sit; use hands to finger, handle, or feel; talk or hear; and lift and/or move up to 10 to 20 pounds.
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.