Job Description

REVENUE OFFICE SUPERVISOR

Department:	Revenue Commission	Job Code:	107
Pay Grade:	107	FLSA Status:	Non-Exempt
Poports To:	Assessment & Collections Administrator		

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JOB SUMMARY

The Revenue Office Supervisor oversees office operations which involves oversight of clerks engaged in locating and assessing property, collecting property taxes, registering of manufactured homes, and assessing and collecting ad valorem taxes. Coordinates training new employees to assure that they are trained in all phases of work. Performs spot check of work for quality assurance purposes. Fills in for clerks as needed. Balances collections. Distributes ad valorem money collected to the agencies in accordance with the law. Assists mortgage companies in identifying property and reconciles payments from mortgage companies made by tape.

ESSENTIAL JOB FUNCTIONS

- Oversees Revenue Clerks engaged in assessing and collecting property taxes, assessing and registration of manufactured homes, collecting ad valorem taxes on manufactured housing, and responding to questions.
- Plans, organizes, and coordinates the work of Revenue Clerks.
- Assists the staff by answering questions and handling unusual or difficult situations.
- Performs spot checks to assure the quality of the work of the staff.
- Participates in pre-employment interviews and makes hiring recommendations.
- Interprets and applies personnel policies, departmental policies, and other relevant policies and procedures.
- Reviews time and leave reports for assigned staff.
- Oversees and participates in staff training and development.
- Prepares and reviews performance appraisal and discusses with subordinates.
- Counsels employees regarding job performance and documents in accordance with established procedures.
- Recommends disciplinary action as needed.
- Assists with overall office operation.
- Files claims for taxes in bankruptcy situations.
- Prepares news releases.
- Performs annual inventory of office equipment.
- Assists in attempting to collect delinquent taxes by locating property owners and requesting payment.
- Balances cash drawers.
- Makes deposits of receipts for the office.
- Prepares correspondence to property owners, attorneys, mortgage companies, and the public, responding to miscellaneous questions, checks written with insufficient funds, or other unusual situations.
- Assists with land sale by keeping list of properties to be sold current, and recording information during sale.
- Sends bills for taxes, reconciles payments, prepares distribution report, and distributes money to agencies.
- Assures that tax bills are sent to mortgage companies.
- Coordinates mailing of tax notices to property owners.
- Distributes ad valorem funds to appropriate agencies by calculating the amount due and preparing checks.
- Reconciles mortgage company payments received by tape.
- Requires regular and prompt attendance plus the ability to work well with others and work well as a team.
- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent and five (5) years of experience, working in a public office engaged in assessing and collecting property taxes, or an equivalent combination of education and experience.

Licenses or Certifications: None

Special Requirements: None

Knowledge, Skills and Abilities:

- Knowledge of The Code of Alabama as it pertains to assessment of taxes on real estate, manufactured homes, and business personal property and of tax collection.
- Knowledge of the principles of management and supervision.
- Knowledge of the departmental and personnel policies and procedures.
- Knowledge of Business English, spelling, and arithmetic.
- Knowledge of modern office practices, procedures, and equipment.
- Ability to read and understand written instructions, directives, manuals, laws, and regulations.
- Ability to provide guidance and instruction to new employees, mortgage companies, and the public.
- Ability to balance money collected on a daily basis.
- Ability to communicate with subordinates, peers, and the general public in a polite manner.
- Ability to establish and maintain effective working relationships with other employee and the public.
- Ability to locate property using tax maps and descriptions in order to assist subordinates and the public.
- Ability to train subordinates.
- Ability to use sound judgment to make decisions within scope of authority.

PHYSICAL DEMANDS

The work is sedentary and requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following additional physical abilities are required: sufficient manual dexterity to handle paperwork, operate a computer, telephone, copier, and other related office equipment. Speaking at a level to convey information, hearing at normal speaking levels, mental acuity, repetitive motion, reaching, standing, and walking. Visual acuity at a level to view computer terminal, analyze data, read extensively, and at a level to determine accuracy and thoroughness of work assigned.

WORKING CONDITIONS

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Marshall County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Employee Signature

Date

Date

Supervisor (or Personnel) Signature

Marshall County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The County's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.