Madison County Government
Vacancy Announcement

Tax Collection Supervisor
Madison County Tax Department

GENERAL STATEMENT OF DUTIES:
Performs responsible administrative and supervisory duties in tax collection.

JOB CLASS DESCRIPTION:
Under the general supervision of the Tax Administrator, an employee of this class is primarily responsible for managing and supervising the day-to-day operations of the Tax Collections office. Will manage the personnel and financial resources, ensure compliance with all statutory requirements of tax collection, respond to and resolve collection concerns, inquiries or complaints and prepare various reports. Work requires independent judgment, and initiative, as well as extensive customer service skills.

DUTIES AND RESPONSIBILITIES:

- Plans, organizes and implements systems and procedures and supervises the work of employees engaged in collecting taxes on real and personal property in accounting for monies collected
- Supervises and participates in the collection of current and delinquent county taxes; processes garnishments, attachments, levies or other procedures to enforce collections; establishes payment schedules for delinquent taxpayers; supervises and participates in debt set-off program utilization; processes information for bankruptcy claims and submits to Tax Administrator and County Attorney; prepares foreclosure list and coordinates process with Tax Administrator
- Supervises the daily reconciliation of cash drawers; performs periodic audits; makes or supervises bank deposits
- Performs a variety of customer service skills; assists the public in person and by phone; explains tax processes and addresses concerns and complaints
- Trains, orients and provides performance coaching and evaluation of employees; makes work assignments, reviews work processes to ensure accuracy and efficiency and adherence to laws and County policies
- Prepares a variety of reports; assures that required office records and accounting documents are prepared and maintained by a systematic review of such documents; analyzes, isolates and resolves errors
- Performs related duties as required

KNOWLEDGE AND SKILLS:

- Knowledge of state and local property tax laws and legal collection requirements, including the NC Machinery Act
- Working knowledge of the operations, functions and procedures of the County Tax Department and interrelationships of the assessment, listing, billing and collections processes

- Working knowledge of methods and procedures for delinquent tax collections such as garnishments, attachments, debt set-off, foreclosures, etc.
- Working knowledge of bankruptcy laws and regulations related to taxes
- Working knowledge of modern office practices and procedures including computer operations and applications related to revenue billing and collections and financial reporting
- Working knowledge of generally accepted principles of accounting for the receipt of cash payments.
- Ability to work accurately with money, data and figures, accurately perform mathematical calculations required in collections and accounting processes and prepare required reports
- Working knowledge of modern supervisory principles and practices
- Ability to supervise, train and evaluate the work of employees and to plan and coordinate collection of taxes and related work
- Ability to organize work for efficient processing, set and follow effective work priorities and meet established deadlines
- Ability to communicate effectively in oral and written forms and to exercise tact, courtesy and diplomacy in communicating with difficult customers
- Skill in collaborative conflict resolution, team building and customer service excellence
- Ability to develop and maintain effective working relationships with the general public and other employees

PHYSICAL REQUIREMENTS:

- Must be able to physically perform the basic life operational functions of climbing, kneeling, crouching, reaching, standing, walking, lifting, fingering, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to work with data and figures, perform accounting related tasks, operate a computer, and do extensive research and reading.

DESIRABLE EDUCATION AND EXPERIENCE:

Bachelor's degree supplemented by college level course work in accounting, business administration, tax law; supervisory experience, and considerable experience in tax or debt collection, preferably in a municipal, county finance or tax office; or an equivalent combination of education and experience.

SPECIAL REQUIREMENTS:

Possession of or ability to obtain North Carolina Department of Revenue certification as a Deputy Tax Collector within three (3) years of employment.

SALARY:

$45,760 - $48,339.20 depending on education and experience.
This position comes with a benefits package that includes paid health insurance, dental, vision, and other supplemental plan options. Paid Sick and Annual Leave, as well as paid Holidays.