

Personal Property Supervisor

Dept: Tax

FLSA Status: Exempt

General Definition of Work

Performs difficult administrative work planning, coordinating and assisting with the listing and billing of property, and related work as apparent or assigned. Work is performed under the general direction of the Tax Administrator. Divisional supervision is exercised over all personnel within the division.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Supervises, organizes, schedules, trains and evaluates the staff and daily operations of the personal property division.
- Assists staff with daily operations and customer service.
- Supervises and coordinates the testing, troubleshooting, analyzation, documenting and acceptance of billing and collection software.
- Lists, transfers, splits and merges real properties to ensure billing is sent to the proper owner.
- Accepts, reviews and audits applications for property tax exemptions, exclusions or deferments.
- Assists with the supervision, coordination and completion of tax billing and end of year processing.
- Assists with maintaining various records, reports and files.
- Prepares, reviews and presents personal property appeals, exempt appeals and registered motor vehicles appeals.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of the practices of appraising for assessment purposes; thorough knowledge of standard office methods and procedures; thorough knowledge of building and land values; thorough knowledge of applicable local, state and federal rules, laws, regulations and ordinances relating to property assessing; general knowledge of the geographic layout of the County; thorough skill operating standard office equipment, hardware and software; ability to make decisions relating to assigned operations in conformance with applicable laws and policies; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to enter data into computer accurately and at a reasonable rate of speed; ability to solve problems within scope of responsibility; ability to prepare and maintain reports of work activities; ability to write clear and concise reports; ability to solve problems within scope of responsibility; ability to establish and maintain effective working relationships with the general public and associates.

Education and Experience

Bachelor's degree and three to five years experience working in a tax office, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work frequently sitting and repetitive motions and occasionally requires standing, walking, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms, pushing or pulling and lifting; work requires close vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or

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computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- North Carolina Department of Revenue Personal Property Appraiser certification within one (1) year of hire.

Competencies

Leading with Integrity: Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

Negotiation Skills: Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

Managing Customer Focus: Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

Quality Management: Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

Team Leadership: Fosters team cooperation: Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

Change Management: Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

Managing People: Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date