

SNOHOMISH COUNTY JOB DESCRIPTION

TAX COLLECTION SYSTEMS SUPERVISOR

Spec No. 6394

BASIC FUNCTION

Responsible for supervising the work of staff who follow defined procedures in tax collection and revenue functions, including initiating legal action when required; and serves as subject matter expert representing the functional area to department leadership.

STATEMENT OF ESSENTIAL JOB DUTIES

1. As part of the management team led by the Chief Deputy Treasurer, plans, organizes, prioritizes and assigns the work of subordinates; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established procedures; handles day-to-day personnel questions and problems.
2. Participates in the hiring, training, evaluation, and discipline of division employees; assesses employee performance against set standards, goals and objectives; conducts performance evaluations of staff; provides counsel to manager concerning employee job performance.
3. Provides technical assistance and training to staff, including writing and updating of training procedures, policies and process manuals.
4. Serves as primary expert for the assigned functional area.
5. May manage public records request responses for the assigned unit.
6. Recommends and implements procedural and/or policy changes, ensures compliance with applicable federal, state and local laws, regulations, codes and guidelines.
7. Prepares a variety of written materials including statistical and financial reports, correspondence, and descriptions of property; monitors and maintains necessary records.
8. Promotes partnership with other county departments and offices, outside agencies, citizen groups, and the general public as necessary.
9. Provides technical assistance relating to assigned unit to the public, other public agencies and/or business partners as required.
10. Analyzes and resolves technical problems and questions encountered in the work unit that subordinates are unable to answer.
11. Investigates and resolves customer questions, concerns or complaints that are elevated to the management team.

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12. Develops, implements, and monitors office procedures for revenue collected by the division.

STATEMENT OF OTHER JOB DUTIES

13. Performs any and all duties of subordinate employees as needed; particularly when the work is especially complex, or the issue has been escalated to management.

14. Oversees special projects as assigned.

15. Attends professional seminars, training, and meetings as required; is active in regional and statewide recording groups/committees.

16. Performs related duties as required.

MINIMUM QUALIFICATIONS

Associate's degree in legal, business, accounting, finance or related field; AND three (3) years professional work experience in the public sector which includes lead or supervisory experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

Two (2) years of public customer service experience in conflict resolution in potentially volatile environments, as a delinquent tax collector, or in the performance of similar work, preferably in the public sector.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required for employment, and employee will be required to complete any educational requirements to operate a County pool vehicle.

KNOWLEDGE AND ABILITIES

Knowledge of:

- work related RCW's, WAC's, Snohomish County codes, ordinances, resolutions, legal opinions, guidelines and regulations governing processes specific to assigned unit
- supervisory methods and techniques, including selection, work planning, organization, performance review and evaluation, and employee training and discipline;
- business arithmetic and basic financial record keeping practices; standard office practices and procedures, including filing and the operation of standard office equipment;
- training and customer service methods and techniques
- audit procedures and practices
- mediation and complaint resolution practices

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Ability to:

- provide leadership and direction to work group
- read, interpret, monitor, and implement state and federal laws, local ordinances and the policies and procedures of multiple state agencies
- evaluate programs, policies and procedures for effectiveness and make recommendations to correct deficiencies and resolve issues
- effectively supervise, train, and evaluate the work of subordinate employees
- meet deadlines and work consistently with interruptions
- analyze, interpret and communicate complex information related to assigned unit
- establish and maintain effective work relationships with superiors, peers, associates, subordinates, and business partners
- effectively communicate with and gain cooperation of the public
- exercise sound judgment under stressful situations
- solve problems in a professional and objective manner using initiative and independent judgment within established procedural guidelines;
- understand and follow complex oral and written directions
- communicate professionally, both verbally and in writing, using tact and diplomacy
- work independently and be self-motivated
- develop and maintain effective interpersonal relationships with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained;
- coordinate, assign and supervise staff at multiple worksites

PHYSICAL EFFORT

The employee must be able to perform physical tasks including lifting boxes of records, oversized archival books, and supplies weighing up to thirty (30) pounds, and to sit for extended periods of time. There is also arm/hand movement required for regular, daily keyboarding and frequent movement between locations where staff work.

SUPERVISION

The employee in this classification receives administrative direction from the Chief Deputy Treasurer and has latitude in handling the day to day operations of the division. The employee resolves issues in accordance with applicable laws, instructions, policies and accepted practices. The employee is responsible for the quality of the work produced by, and the productivity of, subordinates.

WORKING CONDITIONS

The work is typically performed in the usual office environment. Occasional travel may be required, including local off-site visits

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Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: September 2018 as Tax Collection Supervisor
Revised and Retitled: August 2020
EEO Category: 6 – Administrative Support
Pay Grade: 242 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous
FLSA Status: Exempt