

REVENUE OPERATIONS MANAGER

CLASS CODE/PAY RANGE

Class Code: 3302 EEO Code: E FLSA: E

MAJOR FUNCTION

Responsible administrative work assisting in the supervision and direction of all Revenue operations and activities.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.)

Manages operations of Tag offices in Daytona Beach, New Smyrna Beach, Orange City and DeLand. Provides direction and guidance to Revenue Office Managers on issues relating to personnel (e.g. hiring, disciplinary actions), customer service, auditing, office operations, etc. Reviews work flow and work load of operational units and offices and redirects personnel resources as needed. Reviews the work of staff for adherence to procedures, policies, and statutory requirements. Revises procedures and manuals as needed.

Oversees operation of franchise tag offices.

Assists Revenue Director with preparation of annual operation budget.

Coordinates with Information Services on the design, implementation and maintenance of an on-line tag file. Responsible for researching system and software upgrades and improvements for revenue related tasks (e.g. state decal audits). Oversees the installation and introduction of new systems and software modules at all revenue offices. Coordinates with outside vendor on vessel, hunting and fishing system software.

Oversees implementation and maintenance of transfer process from one vendor to another for postcard renewals. Initiates redesigns as needed.

Coordinates seminars for all motor vehicle dealers with the Division of Highway Safety and Motor Vehicles.

Reviews and analyzes procedures used in receiving and recording tax and fee payments. Helps make changes to implement policy or administrative revisions.

Interprets statutes, opinions, policies and directives to staff and others. Secures legal opinions where required.

Acts as contact point for State of Florida Department of Motor Vehicles and the Game & Fish Commission for those functions where the County of Volusia is an agent for the State of Florida. Serves as a liaison to internal service groups and other County and State offices and agencies

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(e.g. DMV.) Establishes and communicates procedures necessary to accomplish ad hoc requests for various state agencies. May serve on special committees and task teams. May coordinate special projects and studies.

Analyzes complaints to determine compliance with requirements for courteous and helpful treatment of customers.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the statutes, opinions, policies and directives governing the receipt and collection of taxes and fees. Knowledge of county ordinances relating to the collection of licenses and fees. Knowledge of administrative methods and procedures.

Ability to delegate authority and to plan, organize and direct the work of subordinate supervisory staff and personnel effectively. Ability to analyze operations, detect problem areas, arrive at and implement solutions and to achieve objectives. Ability to exercise good judgement and initiative in the development and implementation of plans and procedures and in participating in the formulation of policy. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective public relations; to detect problem areas and to develop and implement solutions. Ability to establish and maintain pleasant and effective relationships with customers, officials, supervisory staff and personnel.

MINIMUM QUALIFICATIONS

Bachelor's degree in Business Administration, Public Administration, Accounting, Finance, or related field, and five (5) years progressively responsible administrative experience in revenue collection or a closely related field.

A comparable amount of education, training or experience may substitute for the minimum qualifications.

ADA REQUIREMENTS

Physical Demands: Inside work. Ability to see, talk; finger dexterity.

Environmental Demands: Inside work.

Mental Demands: Ability to read and comprehend technical and professional journals, manuals, abstracts and instructions; legal documents and guidelines; memos, reports, letters. Ability to perform advanced mathematical functions. Ability to write and speak clearly and concisely relaying information, details, instructions, and data to layman. Ability to analyze data and develop conclusions. Ability to identify and resolve problems.

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