

CITY OF CHATTANOOGA
Classification Specification Title: Tax Manager

Department: Finance

Pay Grade: GS.12

Supervision Received From: City Treasurer,

FLSA Status: Exempt

Assistant City Treasurer

Established: 5/11/15

Supervisory Responsibility For: Tax Specialists,

Revision Dates: 4/17/25;

Business Tax Inspector

10/20/23; 1/12/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing the staff and activities involved in the billing and collection of taxes and fees. Duties also include resolving citizen issues. Work with limited supervision.

SERIES LEVEL: The Tax Manager is the third level of a three-level tax series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Manage staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; make hiring, termination and disciplinary recommendations.

Manage employees to ensure departmental standards for work quality and customer service are observed.

Monitor key performance indicators of individual team members; supervise, coach and take necessary action to facilitate achievement of performance targets.

Manage and coordinate billing and collection activities for property tax, sewer fee, business licensing, and miscellaneous billing functions.

Confirm applicable tax notices, permits, forms, tax rate tables are up to date and conform to regulatory notices.

Ensure the tax delinquency program is performed to departmental standards; ensure delinquent accounts are investigated.

Ensure proper procedures are followed in mailing and tracking of collection notices, summons/complaint notices, and applicable property liens.

Supervise balancing of collection reports to ensure proper coding and placement in accounts, in conjunction with the Treasury Analyst.

Oversee the design of a variety of reports related to billing and collection activities, delinquencies, revenues, business licenses, permits, and other applicable information.

Coordinate with I.T. regarding issues and updates needed for business and property taxes.

Supervise processing of a variety of permit applications, liquor store applications, business license applications, state tax relief applications, business tax returns, amended tax returns, permit renewals, delinquent tax payments, voucher payments, and other applicable items.

Act as liaison with other City Departments, as well as outside agencies/companies. Acts as back up for Assistant Treasurer in times of absence.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's Degree from an accredited school in Business Administration, Business Management or related field and four (4) years of related billing and collection experience or equivalent combination of education, training and experience which provides the required knowledge, skills and abilities for this job. At least one (1) year of previous supervisory experience is preferred.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

KNOWLEDGE AND SKILLS:

Excellent administrative and management skills with a track record in a high-volume, results oriented environment; possess excellent knowledge of customer service and cash handling procedures; fully grasp modern office procedures, including proficiency in Microsoft Office products; possess the ability to read, write and communicate effectively in person, by telephone and in writing; possess the ability to learn and understand applicable terminology; have an understanding of financial accounting principles; possess the

ability to grasp applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, policies, and procedures; and, recordkeeping principles and practices.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; interpreting and applying applicable laws, ordinances, codes, rules, regulations, policies, and procedures; reconciling accounts; providing customer service; maintaining records; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public.

PHYSICAL DEMANDS: Positions in this class typically require: reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.