

Classification Title: Appraisal - Collection Manager

FLSA Status: Exempt

BRIEF DESCRIPTION: Manages the daily activities of the Revenue Department and satellite collection stations. Resolves tax questions or disputes related to the listing, assessing, billing and collection of all property, rental vehicle and prepared food and beverage taxes for the County.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Ensures accurate and timely assessment and billing of property for ad valorem taxes. Coordinates appraisals for property. Initiates audits of business personal and prepared food and beverage accounts. Prepares and defends valuation appeals. Ensures that external vendor bills and notices are correct.
2	S	Enforces collections. Balances and deposits all revenues. Issues and defends legal documents such as garnishments and levies.
3	S	Manages staff activities and functions and conducts annual performance reviews. Maintains data on staff goals and objectives and staff production levels.
4	S	Researches, tests and implements software packages and serves as a technical expert when gathering information for software package requirements and documentation.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor’s degree in Accounting, Business Administration or related field.
Experience	Four years of management experience in accounting or appraisal.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	North Carolina Department of Revenue – Personal Property Appraiser II within one year of employment, Valid Driver’s License and “safe” driving record.
Reading	Advanced

CLASSIFICATION REQUIREMENTS	
Math	Advanced
Writing	Advanced
Managerial	Receives Broad Direction.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a department. May recommend budget allocations.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Interpersonal / Human Relations Skills	Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is broad reaching and dynamic and may include the communication of specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	Medium X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Readers, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

- (1) N/A
- (2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.