



City of Tempe

LICENSE & COLLECTIONS SUPERVISOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	364	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$75,738
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$102,246
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Tax & License Manager
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general direction from the Deputy Internal Services Director – Finance or from other supervisory or management staff.

Exercises direct supervision over clerical and technical staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four years of increasingly responsible sales tax license, audit and or revenue collection experience, including at least two years of supervisory experience, preferably in a public agency.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, business administration or degree related to the core functions of this position.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize, supervise and participate in a variety of technical duties related to the City sales tax and specialty business licensing and revenue collection functions; to interpret applicable laws, ordinances, codes and policies; and to provide technical staff assistance to Finance and Technology Department management.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Develop, implement, review and administer goals, objectives, policies and procedures;
- Direct, plan, prioritize, assign and review the development of work plans; work assignments, projects and programs; monitor work flow; and review, evaluate and approve work products, methods and procedures of staff involved in enforcing and processing municipal license code, permit requirements and revenue collection activities;
- Evaluate operations and activities, implement technical and operational improvements and modifications; demonstrate continuous efforts to improve operations, decrease turnaround time, streamline work processes, and provide quality customer service;
- Prepare, review and edit a variety of reports on operations and activities;
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies;
- Attend inter-City or state sponsored meetings involving licenses, collections or sales tax;
- Prepare and administer the budget; prepare estimates for budget recommendations, staffing, equipment, materials, and supplies; and submit justifications for budget items;
- Recommend and prepare proposed changes in City laws, ordinances and regulations; and assist attorneys and management with changing codes and ordinances;
- Analyze and monitor new and proposed legislative changes to taxes, licensing and related permit activities to determine operational impact on City processes;
- Assure prompt collection, oversight and deposit of monies; monitor records of tax payments and receivables to determine delinquencies and discrepancies; contact taxpayers and citizens who are delinquent to determine liability of amount owed; and collect delinquent payments or make acceptable agreements for payments;
- Contact local businesses to determine if privilege licenses have been obtained or to resolve special collection problems; and identify new businesses subject to taxation as sources of revenue;
- Recommend, review and approve a variety of permits, liens, assessments, waivers and write-offs;
- Work with attorneys, police department, city departments and other appropriate government agencies relevant to collection problems, business licensing and code enforcement;
- Answer questions and provide information to the public pertaining to sales tax and licensing matters by phone, in person or by correspondence; investigate complaints and recommend corrective action as necessary to resolve complaints;
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles (auto or truck);
- Operates computers, calculators and other office machines;
- Considerable reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective May 2000

Revised Nov 2001 (range adjustment)

Revised March 2011 (job duties)