

Position Code: 0570

FLSA Status: Exempt

Pay Code: 2

EEO Category: 1

**GENERAL DESCRIPTION OF CLASS**

Assist the Treasurer in the administration of office operations and branches, to include the planning, organizing staffing and managing; accepting full responsibility for the office in the Treasurer's absence; keeping abreast of new ordinances and legislative changes; assisting in the development of mainframe and microcomputer applications; providing customer service to taxpayers referred from staff and exercising tact and courtesy in contact with the general public. Under limited supervision, performs supervisory and accounting/administrative work overseeing and coordinating the activities of assigned personnel. Work involves scheduling projects and assignments; recommending promotion or disciplinary actions; assisting the Treasurer in disseminating information to employees; and attending training meetings. Work also involves identifying operational problems and taking corrective action and monitoring the budget. This position reports to the City Treasurer.

**TYPICAL TASKS**

- Supervises staff, including recruiting, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Coordinates the operations of and provides administrative support for the Office of the Treasurer at the main office and all branch offices.
- Oversees staff engaged in accounting, the processing of state and estimated income tax transactions, maintenance of the personal property tax system, and enforcement of City Codes; determines course of action on complex processing and payment issues.
- Assists with development and implementation of policy and procedures for area of responsibility; ensures compliance with same by staff.
- Provides assistance to other departments and the public by telephone and in person on tax-related issues; may represent the Department in dealing with the media.
- Plans and schedules work; coordinates printing of tax tickets and notices and various statistical reports; prepares and manages state budgets for office appropriations.
- Monitors revenue accounts throughout the year.
- Maintains record system for assigned area; processes daily paperwork including reports, requisitions, and personnel information.
- Attends or conducts, and sets agenda for staff and other professional meetings to exchange information; attends professional seminars to improve professional skills.
- Overall management of departmental personnel resources, staffing, handling operational and employee concerns and ensuring adequate training of personnel.
- Direct supervision of the primary customer service areas, taxpayer assistance, accounting, data processing liaison and administration.
- Financial management to include assisting the Treasurer in the development of department budget.
- Management of the development and implementation of mainframe and microcomputer applications to enhance efficiency and effectiveness; maintains a strong system of internal controls and audit trail.
- Confers with taxpayers in resolving problems.
- Performs special projects and other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Plans or directs others in the sequence of major activities and reports on operations and activities which are very broad in scope.
<b>Interpersonal/People Involvement</b>	Negotiates and exchanges ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.
<b>Reasoning Requirements</b>	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
<b>Mathematical Requirements</b>	Finance using financial models.
<b>Language Requirements</b>	Reads professional literature and technical manuals; speaks to groups of employees, and public or private groups; writes manuals and complex reports.
<b>Mental Requirements</b>	Performs professional level work requiring the application of accounting, legal, or managerial methods in the solution of technical, administrative, or legal problems; applies extensive understanding of operating policies and procedures to solve complex problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.
<b>Decisions/Supervisory Control</b>	Makes decisions as a significant part of the job, affecting a large segment of the organization and the general public; assists in developing policies and practices.

**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	Requires a bachelor's degree in finance, accounting, public administration, business administration, or a closely related field or substantial (5 years or greater) vocational training in the Office of the City Treasurer.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of five years of related experience.
<b>Knowledge and Skills Requirements</b>	Knowledge of municipal accounting procedures; knowledge of data processing and computer science fundamentals; knowledge of city organization and state government; knowledge of personnel management; skill in interpersonal relations; skill in analyzing problems effectively and making appropriate management decisions; flexibility in knowing how to resolve problems that arise; highly organized, effective time manager, plans ahead; highly effective oral and written communication skills; excellent customer service skills; excellent judgment; strong supervisory skills; progressive attitude; and ability to analyze problems and reach sound conclusions.
<b>Special Certifications and Licenses</b>	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards.

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*