| City of Chesapeake | Class Title: Revenue Supervisor |
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| **Job Class Code:  0435** | **FLSA Status:  Non-Exempt** |
| **Pay Basis:  Annual** | **EEO Category:  2** |

## GENERAL DESCRIPTION

The purpose of the job classification (class) is to oversee and support the customer service operations in the Commissioner of Revenue Office to ensure mission critical goals and deadlines are met.  The job class is responsible for supervising and training subordinate staff, answering inquiries, preparing related information, and maintaining documentation. The job class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

| TYPICAL TASKS |
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- Participates in the selection and onboarding of new staff. Supervises and trains assigned customer service staff to ensure mission critical goals and deadlines are met. Provides coaching, counseling, and development opportunities for assigned staff; evaluates performance; and provides input for termination recommendations.
- Meets with and/or interviews and communicates with taxpayers pertaining to tax assessments and or tax exemptions.
- Interprets City and State Code to taxpayers and provides taxpayer and staff assistance as necessary regarding more complex technical taxation matters.
- Makes independent decisions regarding assessment of personal property, preparation of income tax returns, military exemptions, real estate tax relief, and disabled veteran exemptions based on thorough knowledge of taxation and State and local tax codes.
- Assists with development and implementation of office policies and procedures.
- Works with various agencies throughout the City to enable achievement of departmental goals & mission.
- Provides support to three (3) satellite offices in matters related to taxation.
- Prepares various reports for management.
- Monitors the operational functionality of IT assets.
- Schedules activities to complete mission critical goals to include scheduling of additional work time during critical deadline periods.
- Other related duties as assigned.

| GENERAL STANDARDS | |
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| **Data Involvement** | Coordinates or determines time, place, or sequence of operations or activities based on analysis of data or information, and may implement and report on operations and activities. |
| **Interpersonal/People Involvement** | Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency. |
| **Reasoning Requirements** | Performs supervisory work involving policy and guidelines, solving both people and work related problems. |
| **Mathematical Requirements** | Uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements; may use algebraic solutions of equations and inequalities; descriptive statistics. |
| **Language Requirements** | Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, and the general public, including external organizations. |
| **Mental Requirements** | Performs professional level work requiring the application of accounting or legal methods in the solution of technical, administrative, legal problems; applies extensive understanding of operating policies and procedures to solve complex problems. |
| **Decisions/Supervisory Control** | Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, customers, and others in the general public. |

## KNOWLEDGE, SKILLS, AND ABILITIES

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| **Knowledge** | Significant knowledge of City & State tax Codes regarding taxation, computer concepts, and basic operation of IT assets, personal property assessment methodology, and real estate tax relief. |
| **Skills** | Skills in interviewing and communicating with taxpayers to obtain necessary information related to taxation are required. Skills in: interpretation of state and local tax codes, research methodology regarding state and local taxes, effective verbal and written communication, and skills in interpreting various trust documents are required. Strong data entry and computer skills including proficiency with Microsoft Excel and Word are required. |
| **Abilities** | Ability to assess and resolve taxpayer related matters; ability to use computer technology; ability to create, prepare, and maintain various reports; ability to work independently, maintain confidentiality, and supervise others in a fair and equitable manner. |

## EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

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| **Vocational/Educational Requirement** | Requires any combination of education and experience equivalent to an associate's degree in accounting, business, banking, or closely related field. |
| **Experience** | In addition to satisfying the vocational/educational standard, this job class requires three years of experience in a related field. One year of supervisory experience is preferred. |
| **Special Certifications and Licenses** | Valid driver's license, ability to be bonded is required. Master Deputy Commissioner of the Revenue (MDCR) certification and/or Personal Property Specialist (IAAO) designation are preferred. |
| **Special Requirement(s)** | Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties. |

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

*Revised 07/24/2020*