



**COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF TAXATION  
DEPUTY COMMISSIONER-CHIEF OPERATIONS OFFICER**

The **Virginia Department of Taxation** (“Virginia Tax”) seeks an innovative and transformative senior leader to apply for the position of Deputy Commissioner-Chief Operations Officer (“COO”). This role reports directly to the Tax Commissioner and interacts directly with the Administration, Office of the Secretary of Finance, the Office of the Attorney General, legislators and other key stakeholders.

Virginia Tax, headquartered in Richmond, Virginia, is the largest of four agencies in the Finance Secretariat, with a clear role in the state’s strong financial management that has resulted in its highly respected ‘AAA’ credit rating. Virginia Tax has more than 760 full-time employees with a 2021 budget of \$119 million.

The Commonwealth of Virginia was also named CNBC’s “Top State for Business” in 2021, its fifth time receiving such recognition since 2007. Virginia’s “highly educated workforce, strong economy, and stable business environment,” along with its investments in education, sustainability, and inclusiveness, have made the state an attractive destination. Virginia Tax takes great satisfaction in its contribution to that environment.

The COO will oversee daily operations and provide strategic leadership to four key operational areas, including the Offices of: Customer Services, Compliance, Business Support Services, and General Legal and Technical Services. The COO will have ultimate oversight of a team of 650+ committed, diverse, experienced full and part-time staff representing two-thirds of the total Virginia Tax workforce.

The COO position ensures mission-critical services are provided through engaged leadership, with oversight and direct responsibility for areas of focus such as: Desk and Field Audit, Individual and Business Delinquent Collections, a high-volume Customer Contact Center, Tax Returns and Payments Processing, and Back-end Processing Center. The COO is responsible for driving and prioritizing technology changes; analyzing proposed legislation to determine its impact on agency operations and systems; overseeing and managing the budgetary process for each area to ensure strategies, structures, systems, and resources are provided to maintain and actively support operational priorities; and collaborating with leadership in the development of a high performing, customer-focused workforce.

**Position Requirements**

- Significant and relevant senior level professional experience in operations and administration of large-scale public programs and services; demonstrated success in helping organizations define, navigate and implement major business projects, initiatives, and day-to-day operations.
- An astute understanding of customer service organizations; the ability to cultivate and maintain positive working relationships; experience utilizing data to make informed decisions; excellent analytical, problem-solving, process improvement, and interpersonal/communication skills.
- Significant experience leading, directing, and developing talent, building high functioning teams, and collaborating across business channels to achieve desired outcomes.
- A Bachelor’s degree in Business Administration, Public Administration, Finance or a related field or equivalent experience.



- Preferred qualifications include an advanced degree in Business Administration, Public Administration or Finance, and considerable experience leading operations in a State or Federal Revenue Agency.

The anticipated starting salary range is \$150,000 – \$175,000. Apply online at <https://virginiajobs.peopleadmin.com/postings/258010> with a resume, cover letter and contact information for five professional references. The reading of applications will begin on January 14, 2022. Apply to the attention of and direct any questions to: Maureen Barry, Senior Vice President, GovHR USA, 847-380-3240, x116.

The Commonwealth of Virginia is an Equal Opportunity Employer.