

Revenue Manager – Collections

The Department of Budget & Finance

Full-Time

Exempt, Pay Grade 19

VRS-Eligible, Benefits-Eligible

Revenue Manager - Collections

Responsible for the management of day-to-day operations for the accurate and timely billing of local taxes and the collections of county revenue through planning, organizing, and supervising in the Office of Revenue Administration of the Department of Finance and Budget. This position functions as the assistant manager of the Office of Revenue Administration for the overall direction and management including leading and supervising personnel and ensuring compliance with Virginia Code, Albemarle County Code, and other state and local regulatory agencies' requirements.

ESSENTIAL FUNCTIONS:

- Provides advanced interpretation of, oversight of, and compliance with state and County tax laws, rules, regulations, policies, and procedures.
- Ensures protection of highly confidential taxpayer information in accordance with the Virginia Secrecy Act, Virginia State Codes, Albemarle County ordinances and other state and local regulatory and administrative requirements.
- Responds to the public, employee and management for inquires and questions and explains complex tax laws and regulations in an accurate, informative and customer-friendly manner.
- Investigates taxpayer complaints and answers taxpayers' challenges to billings and collections.
- Develops work schedules and work plans to ensure day-to-day operations in accordance with state and County tax laws, financial and administrative policies and operating procedures.
- Manages the tax billing and collections of local revenue through process development and improvements utilizing methodologies and tools to ensure timely, accurate, equitable, uniform and proficient operational practices with sound internal controls procedures in accordance with state and County laws, financial and administrative policies, guidelines from Attorney General opinions, Generally Accepted Accounting Principles and Governmental Accounting Standards Board and other related regulatory requirements.
- Maintain strong working knowledge of state and County laws, accounting and internal control principles.
- Promotes tax compliance through outreach communications, actions and process improvement initiatives to enhance customer service experience and taxpayers' awareness of their local tax responsibilities and accessibility to tax payment options.
- Assists in the preparation of related financial, statistical and operational analytical reports, including analysis of the effectiveness of billing structure, payment methods, collection tools, revenue projections and more.
- Manages fiscal year-end preparations for financial and state audits.
- Assists in hearing appeals and provides court testimony as needed including supporting County Attorney's Office on litigations related to local taxes.

- Manages personnel functions through supervising, counseling, training, mentoring and developing employees, completing and delivering performance merit reviews and making recommendations for hiring, transfers, promotions and terminations of employees.
- Promotes and ensures an effective working team.
- Develops, provides and ensures trainings to employees including developing, maintaining, and updating standard operating procedures.
- Assists in the administration of vendor contracts, vendor relationships, issuance of Requests for Proposals, monitoring expenditures and other purchasing responsibilities for services used in operations.
- Assists the Chief with the completion of special projects as assigned.
- Carries out special projects and assignments and serves on County-wide action teams as assigned or requested.

THE QUALIFICATIONS

EDUCATION AND EXPERIENCE:

- Education:
 - Any combination of education and experience equivalent to a bachelor's degree in business or public administration, finance, taxation, accounting, economics or closely related field.
 - Bachelor's degree is preferred.
 - Master's degree in business or public administration, finance, taxation, accounting, economics or closely related field and/or CPA designation is desirable.
- Experience:
 - 4 years of progressively responsible experience performing supervisory work in a technically and operational oriented environment, preferably in a similar local government agency.
 - Designation of Master Deputy Governmental Treasurer or Master Deputy Commissioner of the Revenue is preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge:
 - Comprehensive knowledge of administrative policies and practices for sound financial control.
 - Working knowledge of basic accounting and budgeting principles.
 - General knowledge of State and local tax laws governing local tax administration.
 - Knowledge of the functions in a Virginia Commissioner of the Revenue Office and a Virginia Treasurer's Office pertaining to assessments, compliance and collections.
 - Knowledge of standard banking procedures regarding deposits, endorsements and wire transfers.
- Skills:
 - Effective management skills
 - Exceptional customer service skills.
 - Effective oral and written communication skills.
 - Advanced skills in computer systems including MS Office Suite.

- Effective presentation skills
- Abilities:
 - Lead an effective team and set objectives for the team following organization-wide priorities.
 - Deal tactfully and effectively with people and establish and maintain effective working relationships with officials, co-workers, senior management, and the public.
 - Interpret complex tax laws.
 - Develop and implement operating procedures.
 - Analyze complex data or issues pertaining to local taxation and operations to think strategically, make sound judgement and present findings and recommendations with accurate and reliable reports.
 - Multi-task effectively, and efficiently to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.
 - Promote cultural understanding and competency and an organizational climate of equity and inclusion.

PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS:

- Physical conditions:
 - Office environment
- Nature of work:
 - In-person meetings
 - Virtual meetings
 - Telephone calls
 - Presentations
 - Extensive use of computers
 - Operation of a variety of office equipment, including telephones, scanners, copiers, etc.
 - Frequent standing, walking, bending, stooping, and light lifting
 - Occasional vehicle or air travel for meetings, conferences, class, etc.
- Work contacts:
 - Internal organization departments and other County employees
 - Residents
 - Upper management
 - Elected officials
 - Project stakeholders
 - Vendors
 - State agencies
 - Senior leadership
- Interactions:
 - Exchanging sensitive information
 - Need to persuade or influence certain individuals or groups
 - Responsive to questions and/or situations
 - Use of tact and diplomacy
 - Stressful
 - Potential for conflict, uncooperativeness

THE SALARY RANGE

The hiring range for this position is \$64,551 - \$84,885 per year. Starting offer is based on applicable education beyond minimum requirements and internal equity. The position also provides excellent benefits including 12 paid holidays, paid vacation and sick leave, health insurance options with employer contribution, employer-paid life insurance, VRS retirement, and continuing education/training opportunities. This is a full time, FLSA exempt position. *Internal candidates will receive pay adjustments in accordance with Local Government Personnel Policy, §P-60.*

DEADLINE FOR APPLICATIONS: Position open until Tuesday, November 22, 2022.

PROCESS: For consideration, please submit a resume and cover letter when applying for this role.

Virginia Values Veterans

Albemarle County is a V3 certified organization.

EOE/EEO

Albemarle County is an equal employment opportunity employer, and does not discriminate against any group or individual on the basis of race, color, religion, sex, sexual orientation, national origin, age or disability in regards to any aspect of employment policy and practice: recruitment, testing, selection, assignment, pay, conditions of work, training, leave, overtime, promotion, discipline, demotion, and separation.