



CLASSIFICATION DESCRIPTION

TITLE: LOCAL BUSINESS TAX INSPECTOR

JOB CODE: 11 (Non-Exempt)

GENERAL DESCRIPTION OF DUTIES

Performs routine as well as complex technical work in Business Tax Receipt inspections to ensure that the Local Business Tax Receipt Ordinances and other related codes and standards are met. Works under the general supervision of the Compliance Manager.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Enforces Local Business Tax Receipt Ordinances.
- Maintains records on Local Business Tax Receipts and completes related reports.
- Issues Local Business Tax Receipts and permits as appropriate.
- Assists in researching problems and complaints regarding Local Business Tax Receipts.
- Responds to complex and sensitive Business Tax issues.
- Ensures that all active businesses in the City have the required Business Tax Receipts.
- Assists in resolving complex and sensitive customer service issues, either personally, by telephone or in writing.
- Maintains records and documents of customer service issues and resolutions.
- Assists in administering the Business Tax functions, including application process, fee assessment and collection, and Business Tax issuance.
- Explains, interprets and provides guidance regarding all applicable Business Tax Receipt codes within area of responsibility to all affected and interested parties.
- Writes letters and reports on issues relative to Business Tax Receipts.
- Researches and analyzes data and information relative to Business Tax Receipts.
- Designs forms and assists in establishing and refining Business Tax Receipt procedures and processes.
- May perform a variety of office related functions, including preparing Business Tax Receipts, permits, correspondence, presentation materials, brochures, field notes, printing materials, answering phones and responding to inquiries from contractors, developers, property owners, staff, and the general public.
- Serves as a member of various employee committees.

- Coordinates activities with other departments and work groups as needed.

MINIMUM TRAINING AND EXPERIENCE

Diploma from a four-year high school or GED equivalent. Four (4) years of experience as a Local Business Tax Receipt Inspector, Code Inspector, Law Enforcement Officer, Building Inspector, or related field. Ability to work well with the public and with local contractors; or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess a valid Florida Driver's License

Obtain a Certified Business Tax Official certification, given three years to obtain.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand and follow written and oral instructions; knowledge of business English and spelling.
- Skill in clearly and effectively communicating technical information both verbally and in writing.
- Skill in the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.
- Thorough knowledge of rules and regulations as they relate to Business Tax Receipts.
- Ability to understand, follow and explain pre-established City, State, and Federal rules, policies and procedures.
- Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.
- Ability to access, maintain and update various software applications and data bases, e.g., Outlook, Excel, Word, Internet, specialized software applications.
- Ability to read, update and maintain various records and files.
- Ability to perform moderately complex mathematical computations and tabulations accurately and efficiently.
- Ability to establish and maintain effective working relationships and communications with project consultants, private contractors, City employees, and the general public.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is frequently required to stand, walk, sit; use hands to finger, handle, or feel; talk or hear; and lift and/or move up to 10 to 20 pounds.
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.