



# Division Manager – Public Services and Tax Administration

## Job Description

Department: Clerk/Auditor  
Position: Career Service  
Grade: 727  
Supervisory: Supervisor  
Reports to: Chief Deputy – County Clerk/Auditor

### Summary

Under general direction of the Chief Deputy – County Clerk/Auditor, oversees the administration of public services and property tax administration. Independently establishes, executes, and oversees administration and policy decisions for property tax rate calculation, redevelopment distribution, tax relief programs, marriage license processes, United States passport acceptance, and the annual tax sale. Incumbent is responsible for ensuring functions are executed according to statutory regulations.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Draft the annual budget proposal (operating and supplemental) for the division and assigned functions; analyze and update actual budget data, as needed.
2. Supervise, plan, coordinate, and direct the work of personnel in assigned functional areas; schedule workload and delegate assignments; oversee training and ensure work is completed accurately and efficiently.
3. Identify, evaluate, and resolve personnel concerns; evaluate performance and conduct performance appraisals.
4. Make staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with county policy and procedure.
5. Function as liaison with the Information Systems department to improve web services delivery for the public; plan, coordinate, and manage beta testing and implementation of projects; coordinate with third party vendors, as needed.
6. Ensure information about available public services is accurate; promote and advertise new services; review and update information, as needed.

### For Office Use Only

Job Code: 2010

Job Title: Division Manager – Public Services and Tax Administration

FLSA: Exempt

Effective Date: 5/27/2022

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Supervisor

7. Establish and maintain annual division goals and objectives as set forth by the elected County Clerk/Auditor and/or the Chief Deputy – County Clerk/Auditor.
8. Establish and maintain standards of performance for employees within the division.
9. Respond to general and technical inquiries related to public services, as needed.

#### Public Services Essential Functions

1. Ensure adequate staffing levels of time-limited employees are maintained to meet public demand for services offered; supervise and coach Public Services Team Leads, as needed.
2. Administer and ensure compliance with state regulations related to marriage license processes; including, but not limited to, vital records, statistics, officiant authorizations, and performance of marriages.
3. Ensure accurate and efficient review and process all applications for a United States passports in accordance with regulations set forth by the US Department of State.
4. Recommend changes to current marriage license policies and procedures as part of the county's overall legislative agenda, as needed; oversee implementation of approved changes.

#### Tax Administration Essential Functions

1. Administer critical functions related to annual tax sale; ensure compliance with applicable state and county laws; comply with notice requirements to owners; coordinate work with other departments, as needed; coordinate required communication, including web-based, printed, and technical public inquiries; ensure timely ratification by County Commission; ensure accuracy of recorded tax deeds.
2. Coordinate all aspects of property tax rate modification; calculate and prepare property tax rate worksheets annually; complete necessary processes to enable County Commission adoption; ensure compliance to legal notice and meeting requirements (i.e. Truth in Taxation) by taxing entities.
3. Administer processes for mailing valuation notices; ensure timely and accurate submission of reports and data to the State Tax Commission.
4. Administer and ensure county compliance with interlocal agreements related to current redevelopment projects; calculate estimated tax increment available for each project; charge Treasurer with apportioning increment to be paid to each redevelopment agency; provide input to the County Commission, as needed.
5. Administer and supervise property valuation appeals; coordinate work with other departments, as needed; review, revise, and generate documentation; ensure compliance with applicable state statutes.
6. Submit decisions of the County Board of Equalization to the State Tax Commission; represent Utah County at appeal hearings, as needed; function as Clerk/Auditor staff advisor to the Board of Equalization at monthly meetings.

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7. Recommend changes to current Tax Administration policies and procedures as part of the county's overall legislative agenda, as needed; oversee implementation of approved changes.

### **Knowledge, Skills, and Abilities**

- Knowledge of supervisory methods and techniques
- Knowledge of the Utah legislative process and local county government organization
- Knowledge of county tax system office functions and processes related to property tax and assessment cycles
- Considerable knowledge of Utah tax laws, state tax commission rules, and county ordinances governing property tax administration
- Knowledge of parliamentary procedure and statutory meeting rules
- Knowledge of basic state and federal income tax filing rules and laws
- Knowledge of basic accounting and county budgeting principles
- Knowledge of valuation practices and methodologies including residential, commercial, vacant, and personal property
- Knowledge of real estate transaction processes and documents
- Knowledge of current county-wide computerized assessing, billing, and tax-collecting systems
- Knowledge of statutory abatement, exemption, and tax relief processes and procedures
- Knowledge of county purchasing procedures, policies, and practices
- Skilled in applying statistical analysis methods and techniques
- Skilled in applying general audit and review procedures
- Skilled in reading, writing, and financial math
- Skilled in word processing and basic computer programs
- Ability to manage, schedule, and delegate large volumes of work
- Ability to train or oversee training of office staff, including temporary professional hearing officers
- Ability to communicate effectively both verbally and in writing
- Ability to manage and maintain division projects
- Ability to coordinate the management and maintenance of computer hardware and software related to public services and Tax Administration
- Ability to develop, read, and interpret complex policies, procedures, rules, regulations, and ordinances
- Ability to analyze, audit, and interpret current and historical assessment records
- Ability to review, analyze, and interpret complex valuation and financial statements and documents
- Ability to demonstrate professionalism in all interactions with County departments, outside agencies, and the public

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**Supervisory Responsibility**

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work occasionally exposes the incumbent to stress, contagious or infectious diseases, and/or potentially hostile situations due to interactions with the public. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to walk, stand, talk, and hear. The employee regularly works for sustained periods of time while maintaining concentrated attention to detail. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between different shades of color. The employee is required to type, file, and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

**Position Type / Expected Hours of Work**

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

**Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to ten (10) percent.

**Required Education and Experience**

1. Bachelor's Degree in business, public administration, political science, economics, finance, or a closely related field.
2. Six (6) years of related experience in management, leadership, budgetary or project management with progressively increasing responsibility.
3. Equivalent combinations of education and experience may also be considered.

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**Preferred Education and Experience**

- 1. Preference may be given to applicants with supervisory experience.
- 2. Preference may be given to applicants with a master’s degree in Business Administration or Public Administration.
- 3. Preference may be given to applicants with certification as a Real Estate appraiser.

**Additional Eligibility Qualifications**

- 1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
- 2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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