



## Howard County Government

# Fiscal Manager II - Finance, Bureau of Tax & Specialty Services

<b>SALARY</b>	\$39.61 - \$71.95 Hourly \$82,387.00 - \$149,657.00 Annually	<b>LOCATION</b>	Ellicott City, MD
<b>JOB TYPE</b>	Full Time	<b>JOB NUMBER</b>	23-00592
<b>DEPARTMENT</b>	Finance	<b>DIVISION</b>	Finance - Revenue Customer Service
<b>OPENING DATE</b>	05/11/2023	<b>CLOSING DATE</b>	5/25/2023 11:59 PM Eastern

### POSITION SUMMARY/CLASS DESCRIPTION

The Department of Finance is seeking a Bureau Chief of Tax and Specialty Services to direct the divisions of Tax Customer Service and Property Tax Accounting. Howard County is one of the most affluent counties in the country and boasts a Triple Crown Award from GFOA. In addition, we provide an excellent benefits package including annual, personal and sick leave, extensive health coverage, deferred compensation plan, employer's retirement plan, and work-life programs.

The position is responsible for planning, organizing, and directing the activities of the Divisions of Taxpayer Customer Services and Property Tax Accounting, in the Department of Finance. Responsibilities include leading and empowering other professional accountants, resolving major systems' problems and developing, evaluating and implementing financial systems, programs and procedures. Requires evaluative thinking and carries out assignments in accordance with functional precedents, practices and policies, as well as developing new methods of completing assignments by identifying and implementing regulated changes affecting assignments.

#### **STARTING SALARY HIRING RANGE:**

**\$39.61 - \$48.86**

**\$82,387 - \$101,622**

#### **CLASS DESCRIPTION:**

Performs management and advanced level financial administrative work under general supervision from an administrative superior. Work includes planning, organizing, and supervising the activities of a major financial bureau or assisting in the operational and administrative management of the Budget office; resolving major program problems; and developing, evaluating and implementing financial and budgeting programs and procedures.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other related duties may be assigned.

Acts as a liaison to other county agencies and internal Department of Finance Bureaus/Divisions for all matters related to the operational work performed by the Divisions of Tax Customer Service and Property Tax Accounting.

Acts as the Department of Finance liaison for Howard County's Citizen's' Election Fund.

Directs the Divisions of Property Tax Accounting and Tax Customer Service:

- Oversees billing functions for all homeowner accounts which includes maintaining and processing data on homeowner transfers, assessment changes and tax credit updates according to the Department of Assessment and Taxation (SDAT).
- Assist Deputy Director with developing, organizing and implementing guidelines for processing of both new and existing Tax Credit adopted by both State and County agencies for issuance to approved homeowners.
- Act as liaison between the Division and technology services with both internal and external vendors to resolve system issues.
- Remain abreast of changes in State and County laws which may have an impact on tax billing and collection to make changes accordingly.
- Assist Division Chief of Property Tax Accounting with evaluating, testing and implementation of new computerized system which aid in the billing and reporting processes.
- Responsible for various phases of Customer Service inquiries related to tax billing and tax credits. Works with several county agencies such as Public Works, Licensing and Permits, Police, Health and Office of Law as it relates to liens, ticketing, citations or possible legal matters.
- Review of customer refunds due to overpayment, tax credit issuance, adjustments or overbilling matters.
- Oversees monthly reconciliation of revenues and balance sheet accounts for accurate reporting.
- Assists Division Chief of Tax Customer Service with complex and highly technical constituent payment inquiries such as in instances of incorrect postings and refund requests.
- Prepares responses and identifies corrective action to be undertaken in response to internal and external audit findings.
- Determines work procedures, prepares work schedules, and expedites workflow and oversees the training of staff in all aspects relative to their jobs.

#### **SUPERVISORY RESPONSIBILITIES:**

Manages eleven (11) team members in the Bureau of Tax and Specialty Services. Of these eleven (11) team members two are supervisors who supervise Tax Customer Service and Property Tax Accounting and one Fiscal Specialist I who are direct reports to the Bureau Chief. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include assisting the applicable Division Chiefs and Deputy Director with interviewing, hiring, and training employees. Planning, assigning, and directing work; appraising performance; recommending policy, procedural and systems enhancements to better serve the citizens of Howard County; Assist Division Chiefs and Deputy Director with rewarding and disciplining employees; addressing complaints and resolving problems.

#### **MINIMUM REQUIRED EDUCATION/EXPERIENCE**

Bachelor's degree and five (5) years of related experience or an equivalent combination of education and experience.

#### **PREFERRED EDUCATION, KNOWLEDGE, SKILLS AND ABILITIES:**

- Bachelor's Degree with major coursework in accounting or related field.
- Demonstrated supervisory experience
- Experience managing in complex billing environments
- Experience in Customer Service environments

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

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

While performing the duties of this job, the employee is regularly required to sit. The employee is frequently required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.

**LANGUAGE SKILLS, MATHEMATICAL SKILLS AND REASONING ABILITY:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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**Agency**

Howard County Government

**Address**

3430 Court House Drive

Ellicott City, Maryland, 21043

**Phone**

410-313-2033

410 313 0819

**Website**

<http://www.howardcountymd.gov>

**Fiscal Manager II - Finance, Bureau of Tax & Specialty Services Supplemental Questionnaire**

**\*QUESTION 1**

The supplemental questions are a very important first step in our screening process. Therefore, you are required to complete these questions so that we may initially determine your eligibility for this position. A lack of detail and explanation in the supplemental questions and in your application may result in failure or disqualification for this position. This means you will be ineligible for further consideration in this recruitment process. Please check "yes" to show that you have read and understand this statement.

Yes

No

**\*QUESTION 2**

**Are you willing to accept a salary offer within the salary hiring range commensurate with applicable experience/qualifications? \$82,387 - \$101,622**

- Yes, I am willing to accept the starting salary hiring range.
- No, I am not willing to accept the starting salary hiring range.

**\*QUESTION 3**

**Do you possess a Bachelor's Degree or higher in accounting?**

- Yes
- No

**\*QUESTION 4**

**Do you possess five (5) years of experience in overseeing the activities of a public accounting and/or government finance office?**

- Yes
- No

**\*QUESTION 5**

**If you possess five (5) years of experience in overseeing the activities of an public accounting and/or government finance office, please explain where you acquired this experience include your employer, position title, dates of employment, and position responsibilities. Be advised that "See Resume" is not an adequate response.**

**\*QUESTION 6**

**Do you possess supervisory/managerial experience including interviewing, hiring and training employees?**

- Yes
- No

**\*QUESTION 7**

**If you possess supervisory/managerial experience including interviewing, hiring and training employees, please explain where you acquired this experience include your employer, position title, dates of employment, and position responsibilities. Be advised that "See Resume" is not an adequate response.**

**\*QUESTION 8**

**Do you possess experience overseeing a major billing process?**

- Yes
- No

**\*QUESTION 9**

**If you possess experience overseeing a major billing process, please explain where you acquired this experience include your employer, position title, dates of employment, and position responsibilities. Be advised that "See Resume" is not an adequate response.**

**\*QUESTION 10**

**Do you possess MUNIS or other tax system experience?**

- Yes
- No

**\*QUESTION 11**

If you possess MUNIS or other tax system experience, please explain where you acquired this experience include your employer, position title, dates of employment, and position responsibilities. Be advised that "See Resume" is not an adequate response.

**\*QUESTION 12**

Do you possess experience preparing work schedules, determining work procedures, and overseeing training of staff?

- Yes  
 No

**\*QUESTION 13**

If you possess experience preparing work schedules, determining work procedures, and overseeing training of staff, please explain where you acquired this experience include your employer, position title, dates of employment, and position responsibilities. Be advised that "See Resume" is not an adequate response.

**\*QUESTION 14**

Do you have customer service and public contact experience?

- Yes  
 No

**\*QUESTION 15**

How did you hear about this position?

- NEOGOV/GOVT Jobs  
 Linked In  
 Maryland Association of Counties  
 National Association of Counties  
 CEAM  
 ASCE  
 Indeed  
 Employee Referral  
 Maryland Hispanic Chamber of Commerce  
 Maryland Recreation and Parks Association (MRPA)  
 Handshake  
 Career Fair  
 Other

**QUESTION 16**

If you indicated "Other" in the previous question, please indicate specifically how you became aware of this position. Otherwise, indicate "N/A."

**\*QUESTION 17**

Are you a Certified Public Accountant or a Certified Public Financial Officer?

- Yes  
 No

**\*QUESTION 18**

Which of the following best describes your level of proficiency with Microsoft Office Suite (Word, Excel, PowerPoint)?

- Beginner
- Intermediate
- Advanced
- None

**\*QUESTION 19**

I understand I am responsible for maintaining the accuracy of my contact information, including my street address, my e-mail address, and my contact telephone numbers. My failure to maintain accurate contact information may result in my not receiving information regarding this job announcement and/or may result in my not being further considered for this employment opportunity. To update this information visit [www.governmentjobs.com](http://www.governmentjobs.com), click on the "career seekers" link, and follow the prompts.

- Yes
- No

**\*QUESTION 20**

I certify that the information submitted in this application is true and correct to the best of my knowledge. I understand that providing false, erroneous, and/or misleading information may result in elimination from the hiring process and termination of employment if hired.

- I have read and understand the language outlined above.

**\*QUESTION 21**

If you indicated that you possess the customer service/public contact experience addressed in the previous question, please explain where you acquired this experience include your employer, position title, dates of employment, and position responsibilities. Be advised that "See Resume" is not an adequate response.

\* Required Question