

DEPUTY COMMISSIONER OF THE REVENUE

DESCRIPTION:

Assists in the overall functions of the office of the Commissioner of the Revenue. Serves as liaison to other local offices, state and federal agencies as related to the Commissioner of the Revenue. Acts as the Commissioner in the absence of the Commissioner. Three to five years of experience in business, accounting, or other related field preferred; three to five years of experience and/or training in state and county tax work and effective customer service preferred; or equivalent combination. Proficiency in Microsoft Word, Excel, AS 400 and ProVal preferred.

ESSENTIAL FUNCTIONS/TASKS

- **REAL ESTATE:** Update ownership information monthly to reflect all transfers and subdivisions recorded in the Clerk's office. Compile all splits and combinations from surveys to give to Hurt & Proffitt for GIS changes. Prepare assessment packets for the outside assessment team for new or incomplete building permits and mobile home permits to include a copy of the corresponding land cards. Provide leadership and direction for the printing of the yearly land book. Compile annual recap reports. Complete sales ratio study based on sales for the Department of Taxation. Serve as a point of contact between the Commissioner's office and outside information technology firms as it relates to the real estate system. Provide knowledgeable explanation of assessment.
- **PERSONAL PROPERTY:** Assist in the identification and assessment of tangible personal property that is taxable by the County of Craig. Maintain high level of confidentiality when dealing with personal property information. Provide knowledgeable explanation of assessment when approached by an individual taxpayer regarding their personal property assessment. Follow set depreciation schedules and/or NADA values when calculating assessments. Key and verify tax forms in the personal property computer system. Explain PPTRA guidelines. Correct erroneous assessments or omissions by either supplementing or abating bills. Perform DMV loads yearly into the Bright System (AS400).
- **STATE INCOME TAX:** Process state income and estimated payments received either by mail or in person by adhering to established policies and procedures. Adhere to all deadlines established by the Department of Taxation and Auditor of Public Accounts in the receipt, processing and delivery of documentation to the Treasurer. Order income tax forms annually from the Department of Taxation. Prepare and send monthly reports to the Department of Taxation. Serve as the primary point of contact for the Department of Taxation as it relates to income tax. Provide excellent customer support in dealing with taxpayer questions or concerns. Maintain IRMS certification.
- **CONSUMER/MISCELLANEOUS TAXES:** Set up new accounts and process Transient Occupancy, Food & Beverage and Cigarette tax remittance forms.

- **CUSTOMER SERVICE/GENERAL OFFICE:** Provide courteous, helpful services to all individuals requesting assistance relative to the Commissioner's office. Answer telephone in a courteous and prompt manner. Respond to all inquiries for assistance in a timely manner with attention to detail. Maintain high level of confidentiality when dealing with sensitive information covered under §58.1-3 of the Code of Virginia. Establish and maintain respectful, cooperative and productive work relationships with co-workers, constitutional offices and other outside agencies relating to the duties of the Commissioner's office. Contribute fully toward team goals. Keep commitments and act in a trustworthy and honest manner. Understand and fully comply with the procedures of the Commissioner's office. Show respect and sensitivity for people without regard to race, color, sex, sexual orientation, disability, age, veteran status, national origin, religion or political affiliation.