

CLASSIFICATION TITLE: Worthington Office Manager

DEPARTMENT: TAXATION

SALARY RANGE: \$33.93/hr. - \$49.21/hr.

The Regional Income Tax Agency is accepting resumes for the Worthington Office Manager.

No walk-ins or phone inquiries. The Regional Income Tax Agency is an Equal Opportunity Employer.

Send resume along with a cover letter to ritajobs@ritaohio.com or mail to:

Regional Income Tax Agency
Attn: Human Resources/Worthington Office Manager
10107 Brecksville Road
Brecksville, OH 44141

GENERAL DESCRIPTION OF DUTIES

Under general direction, the purpose of this position is to manage the daily operations of the Regional Income Tax Agency's ("RITA's") Worthington satellite office. Employees in this classification perform mid-level managerial and supervisory work. This position is responsible for:

- Managing the daily operations of the Worthington office.
- All individual refund activity for the Agency, including the assignment and review of daily work flows, performing level 2 refund approvals and monitoring the editing of 10A forms.
- Interacting with area Agency members regarding issues that may specifically affect these communities.
- Worthington building-related functions, including maintenance of physical and computer-related infrastructure, and coordinating those efforts with appropriate staff and Agency resources.
- Supporting the efforts of Member Services, Legal Department and IT.
- An employee in this position performs related duties as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

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.

1. Directly supervises employees of the Agency's Worthington office.
2. Assigns, reviews and coordinates work activities with RITA managers for full-time, part-time and seasonal employees engaged in Production, Business Compliance, Customer Service, Records and Legal activities.
3. Develops and provides work instruction and training for employees engaged in individual refund processing, production, business compliance, customer service and legal activities. Insures published policies and procedures are followed; maintains work standards and evaluates employee performance; responds to employee issues and concerns.
4. Interviews and recommends employment candidates for hire. Recommends the transfer, promotion, salary increase, discipline or discharge of employees.
5. Represents the Agency by responding to questions and concerns from taxpayers, tax preparers and member municipalities; approves refunds and/or abatement of penalties and interest as per Agency policy.
6. Maintains professional knowledge in applicable areas; keeps abreast of changes in tax laws.

WORTHINGTON OFFICE MANAGER

7. Consults with RITA's Chief of Tax Operations and/or Legal Counsel on various substantive tax matters and potential taxpayer appeals.
8. Researches new business trends and makes recommendations for implementation of same. Reads and interprets professional literature. Presents at and/or attends training programs, workshops, and seminars as appropriate.
9. Utilizes a variety of office equipment, computer programs and computer systems in the completion of essential functions, including but not limited to telephone, facsimile, photocopier, adding machine, and desktop and/or laptop computers with word processing, spreadsheet, and database software, electronic mail systems, internet browser and RITA tax systems.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in business administration or closely related field; supplemented by minimum seven (7) years previous experience that includes municipal tax collection and supervision; or an equivalent combination of education, training, and experience.