



*Ohio's Leader in Municipal  
Tax Collection & Administration,  
Serving Taxpayers & Local  
Governments **Since 1971***

### **JOB OPPORTUNITY**

We are seeking an accountable and collaborative leader who drives high performance and strategic relationship management.

**Resumes will be accepted through June 23rd (5 PM)**

**JOB TITLE:** MEMBER SERVICES MANAGER  
**CLASSIFICATION:** EXEMPT  
**GRADE:** 6 (Starting salary of \$87,410 – \$102,835, depending upon experience)  
**DEPARTMENT:** MEMBER SERVICES  
**REPORTS TO:** EXECUTIVE DIRECTOR  
**LOCATION:** BRECKSVILLE (HYBRID)

**About RITA:** Our **Mission** at RITA is to provide Ohio cities and villages with a high quality, cost effective municipal tax collection service. We currently serve more than 400 cities and villages across the State of Ohio, collecting and distributing more than \$2.5B of municipal income tax revenue annually, at an average cost in 2025 of just over one cent of every dollar collected. These income tax dollars are crucial to the provision of the public safety, infrastructure and recreational services that make these cities and villages great places to live, work and do business. At RITA, we work hard to fulfill our **Mission** to the Ohio cities and villages we serve and strive to be the best and top choice for municipal tax collection in Ohio.

**RITA Benefits:** RITA is an OPERS employer that offers low monthly premiums for health benefits for employees, spouses and dependents with no monthly cost for dental and vision coverage. The Agency makes bi-annual contributions to employees' Health Savings Accounts. Additional benefits include paid vacation and sick leave, including for mental health and for time to volunteer, along with 3 personal days provided on the anniversary of the employee's hire date. The initial 3 personal days are provided upon successful completion of the 180-day Introductory Period and then again at the second anniversary and each anniversary thereafter. Employees also have access to an employee assistance program, which offers many services including digital Cognitive Behavioral Therapy (dCBT), benefits and claims advocacy services, and assistance with other matters, such as childcare and legal assistance.

**Work Environment:** Enjoy the flexibility of a blended work schedule – a mix of in-office and work-from-home days – at RITA's Brecksville office. The Agency values flexibility that works both ways. Where possible, we seek to work with our employees to meet their needs while still providing excellent service and fulfilling our **Mission**. Our dress when in the office is professionally casual – jeans are welcome. We thrive on collaborative work, and we are best as a team with each person doing their part. There are plenty of opportunities for job growth within the Agency; Career growth and development is encouraged and supported.

**About the Role:** Under the direction of the Executive Director, the purpose of the position is to manage and coordinate the activities of the Regional Income Tax Agency's Member Services Department, and to supervise and coordinate the work performed by the staff assigned to the Department. The Member Services Manager leads the Agency's member growth and retention efforts, builds and maintains positive relationships with municipal officials and other related parties, and serves as the primary connection between member municipalities and RITA's cross-functional teams to proactively address issues, align Agency services with member needs and drive relationship success through regular communication and strategic member management.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

1. Plans, directs, and oversees the operations of the Member Services Department, as affirmed by the Executive Director.
2. Fosters a culture of accountability, consistent with the Agency's mission.
3. Provides oversight and direction to the employees of the Member Services Department in accordance with Department policies and procedures. Coaches, mentors and develops employees, including discussions regarding career growth and development.
4. Sets clear objectives for employees to meet the Agency's expectations for productivity, quality, and continuous improvement. Provides timely and meaningful feedback to employees and appropriately utilizes consequences in managing staff. Prepares and administers annual job performance evaluations.
5. Develops plans for member municipality growth and outreach and directs and oversees implementation and execution of these plans by the Member Services Department.
6. Develops and maintains positive relationships with municipal officials and other related parties and organizations; represents RITA at municipal council meetings, municipal conferences, and other governmental and business gatherings.
7. Maintains thorough knowledge of Agency operations, services, programs and procedures and an understanding of their impact on member municipalities, prospective member municipalities and other RITA departments.
8. Collaborates with RITA's cross-functional teams – Tax, Compliance and Information Services – as well as Administration, including the Communications Specialist, to align Agency services to member needs and manage member expectations.
9. Oversees the Agency's process of onboarding new member municipalities.
10. Maintains professional knowledge in applicable areas; keeps abreast of matters impacting municipal income tax; makes recommendations for improvement; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.
11. Travel as needed, occasionally overnight, is required. Most travel is in-state.
12. Performs other related work as assigned.

This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, the Agency reserves the right to revise the job or to require that other or different tasks be performed as assigned.

**Physical Requirements:** The individual assigned to this position must be able to complete all physical requirements of the job, with or without a reasonable accommodation, which include, but are not limited to the following:

- Frequently communicates with employees, taxpayers, members, etc. Must be able to exchange accurate information in these situations.
- Must be able to travel by car throughout the state of Ohio and to occasionally stay overnight.
- Must be able to remain in a stationary position 50% of the time and to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

**About You:** Bachelor's degree in finance, business, marketing or closely related field; supplemented by a minimum of five (5) years previous experience that includes supervision; or an equivalent combination of education, training and experience.

The ability to travel as needed is required. Most travel is in-state. Travel may occasionally involve overnight stays.

**How to Apply:** Please submit your resume to [RITAJobs@ritaohio.com](mailto:RITAJobs@ritaohio.com) no later than 5 PM on June 23rd. Only qualified individuals being considered will be contacted for an interview.

*The Regional Income Tax Agency (Agency) is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel decisions are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic. In compliance with the Americans with Disabilities Act, the Agency will seek to provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Agency.*