

Lubbock County Tax Office

Job Description

Job Title: Program Coordinator

Job Code: CL-03

FLSA: NE

Date: 12/2023

Reports To: Downtown Supervisor

SUMMARY

Responsible for developing, implementing, and managing projects and special programs for the Tax Assessor department in compliance with the State of Texas laws and regulations.

DUTIES AND RESPONSIBILITIES

- Exercises initiative, independent judgment and critical thinking skills for a variety of work situations
- implement and evaluate the effectiveness of the Temporary Tags administrative procedures and make improvements to those procedures as required.
- Develop professional working relationships with dealerships' management and function as a liaison between the Tax Assessor and dealerships.
- provide quality control oversight of automobile dealership processes and activities pertaining to issuance of vehicle temporary tags.
- Ensure that a dealership has a sufficient inventory of Temporary Tags on-site.
- Audit request from dealerships for the need for additional license plates
- Report possible fraudulent activity pertaining to the temporary tag program.
- Develop, manage, and maintain a secure, real-time database of information on buyers to whom dealerships issue a license plate or set of license plates under section 503.0063 of the Transportation Code
- Audit dealerships requirements to enter buyer data in the database no later than one day after sale of vehicle.
- (3) provide guidance to Tax Assessor customer service centers, i.e., downtown location and two substations, regarding customer relations regarding programs such as the temporary tag program
- Must have the ability to report to multiple work locations and over 300 dealerships in a timely manner.
- Other duties as required.

QUALIFICATION REQUIREMENTS

3 years of Tax Office experience and high school diploma or equivalent

KNOWLEDGE, SKILLS, AND ABILITIES

Research, analyze, and interpret policies including county and state regulations

Proficient in the use of computers, applicable programs, and systems

Ability to communicate effectively

Ability to establish and maintain effective working relationships with fellow employees, state agency employees, elected officials, customers, dealerships and the general public

PHYSICAL REQUIREMENTS: 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; use hands to finger, handle, or feel; reach with hands and arms; bend and kneel; and talk and hear. The employee must lift and/or move objects weighing up to 20 pounds or more, such as books and stacks of records.

DISCLAIMER:

The above description reflects the details considered necessary to describe the standard functions of this position and should not be construed as a thorough description of all work requirements. The characteristics of the work environment described are representative of those that 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.

RECEIVED: _____
Employee signature date