



## Clerk of Circuit Court & Comptroller Okaloosa County

### Job Description Board Services Agent

Job Specifications			
<b>Classification:</b>	Non-Exempt	<b>Department:</b>	Board Services
<b>Supervisor:</b>	Board Services Director	<b>Location:</b>	Crestview
<b>Salary Range:</b>	NE-4	<b>Schedule:</b>	Monday - Friday 8am - 5pm
<b>Revision Date:</b>	August 19, 2024	<b>Revised By:</b>	Joshua Allen

**JOB SUMMARY:** This position is responsible for managing and ensuring compliance with transient rental tax collection, enforcement, and audit in accordance with Florida Statutes, Department of Revenue, and County Ordinance. The role requires proactive fieldwork, market analysis, and collaboration with various County and State departments. Additionally, the incumbent will recommend and implement technological improvements to enhance efficiency and provide exceptional customer service by responding to inquiries and resolving complaints.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The duties and responsibilities of this position include, but are not limited to:

- **Tax Collection and Processing:**
  - Receiving and processing monthly remittances from transient rental operators.
  - Ensuring confidentiality and adherence to internal controls.
- **Compliance and Investigation:**
  - Analyzing tax data for compliance with laws.
  - Conducting investigations and follow-ups on delinquent taxes.
- **Fieldwork and Market Analysis:**
  - Performing fieldwork and market data comparisons to develop audit strategies.
  - Monitoring online vacation rentals for compliance.
- **Audit and Enforcement:**
  - Auditing records of transient rental operators.
  - Assessing, collecting, and enforcing payments of delinquent taxes, penalties, and interest.
- **Communication and Collaboration:**
  - Establishing and maintaining effective communication with rental operators.
  - Collaborating with the Tourist Development Department and Clerk of Circuit Court's Office.
- **Data Management and Reporting:**
  - Gathering and analyzing data for reports and revenue projections.
  - Developing meaningful metrics and revenue projections.
- **Technology and Process Improvement:**
  - Recommending and assisting in implementing new technologies to improve efficiency.



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- **Customer Service and Complaint Resolution:**
  - Responding to inquiries and resolving complaints related to revenue collection.
- **Miscellaneous:**
  - Performing additional duties and special tasks as assigned.

### **QUALIFICATION AND REQUIREMENTS:**

- Associate's degree with coursework in accounting, finance, business administration, public administration, or a related field and two (2) years professional accounting or bookkeeping experience; or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.
- Experience in a governmental or public agency is preferred.
- Customer service-oriented experience is preferred.
- Strong written and oral communication skills.
- Must be computer literate.
- A valid driver's license is required

### **ESSENTIAL PHYSICAL SKILLS AND WORK ENVIRONMENT:**

- Walking, standing, or sitting for extended periods of time at a computer terminal.
- Professional and appropriate behavior for an office environment.
- May require stooping and bending.
- Must be able to lift 15 lbs.

### **ADA COMPLIANCE:**

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

### **Employee Acknowledgement:**

I have read this job description, and I fully understand all my job duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.