



Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Board Services Agent

Job Specifications			
Classification:	Non-Exempt	Department:	Board Services
Supervisor:	Board Services Director	Location:	Crestview
Salary Range:	NE-4	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	October 16, 2023	Revised By:	Chelsea Law

JOB SUMMARY: Performs office and field work related to Tourist Development Tax revenue collection and audit in accordance with Florida Statutes, Department of Revenue, and County Ordinance.

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

- Receives and processes monthly remittances from operators of transient rentals subject to the tax in accordance with systems of internal control and confidentiality thereto.
- Analyzes tax data and verifies documentation to determine compliance with State and County laws.
- Conducts investigations of delinquent taxes and follows up to ensure collection.
- Performs proactive fieldwork, online vacation rental searches, and market data comparisons to monitor compliance and develop audit strategies.
- Generates various complex and specialized correspondence, including delinquent notifications and collection notices.
- Audits the records and accounts of transient rental operators, and assesses, collects, and enforces payments of delinquent taxes, penalties, and interest.
- Establishes and maintains effective communications and partnerships with transient rental operators for purposes of confidential tax collection as well as general data sharing and collaboration as permissible with the Tourist Development Department.
- Interacts credibly and diplomatically with all levels of the organization and the local community, tailoring communications effectively for different groups and stakeholders.



Clerk of Circuit Court & Comptroller Okaloosa County

- Gathers, interprets, analyzes, and communicates data for reports, studies, and recommendations.
- Maintains close working relationship with the Tourist Development Department, particularly with regard to the establishment of meaningful reports, metrics and revenue projections.
- Maintains close working relationships with Clerk of Circuit Court's Office, particularly with regard to auditing of transient rental operators.
- Recommends and assists in the implementation of new technology to maintain or improve the effectiveness and efficiency in collecting and processing payments and tracking compliance.
- Responds to inquiries and resolves complaints related to revenue collection efforts.
- Must be able to meet work schedule and attendance standards, including field work with transient rental operators.
- Performs related duties as required.

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. Will substitute 2 years relevant experience in lieu of degree.
- 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.



Clerk of Circuit Court & Comptroller Okaloosa County

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.