





## **POSITION DESCRIPTION**

Title: Chief Deputy License Inspector

Department: Sales, Use & License Tax Department

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Sales, Use & License Tax Coordinator, Budget Director

Subordinate Staff: License Inspector I, License Inspector II, License Inspector III

External Contacts: Taxpayers; Other Government Agencies; General Public

Salary Grade: Classified/Exempt (S313)

### **Job Summary**

Manages, supervises and evaluates License Inspectors I's, II's, and III's. Contacts all individuals, firms, or corporations in the County to ensure proper payment of business license fees, mobile home registration fees/sales tax, and enforces the county junkyard resolutions. Inspect for cigarette/tax stamp compliance, video, lease/rental tax compliance, sales and use tax compliance. Monitors proposed legislation as it pertains to business license and manufactured homes. Employee follows established procedures and guidelines in performance of duties but sets own agenda within established perimeters.

### **Job Domains**

1. Responsible for ensuring County receives all license fees through local laws and agreements.
2. Contacts all individuals, firms or corporations doing business in the County to insure all have valid business licenses.
3. Checks business tax license against previous year's list of licensed businesses; notifies delinquent businesses to make proper license payments.
4. Canvasses the County looking for new businesses subject to licenses; gives notices of licenses due; follows up cases to ensure licenses are paid.
5. Make spot checks of business firms to determine whether they have licenses covering all taxable operations carried on, checks for payment of various taxes.
6. Initiates Complaint/Summons of delinquent taxpayers and appears in court as a witness in connection with the court process for restitution. Or, makes the decision of transmitting delinquent business license accounts through the State Department of Revenue for collection.

7. Checks street vendors and other transient vendors to determine if they have obtained licenses.
8. Responsible for inspection of businesses to inform and verify that proper cigarette stamps are being used in Baldwin County.
9. Checks compliance on sales, use, video, and rental/lease taxes.
10. Collection of business license fees, manufactured home registration fees, and sales taxes collected by the Sales, Use & License Tax Department.  
Supervises the performance of Deputy License Inspectors I's, II's and III's.
11. Works in close coordination with the Sales, Use & License Tax Coordinator.
12. Assists the Sales, Use, and License Tax Coordinator with the evaluations of the employees under their supervision.
13. Conducts seminars and speeches pertaining to business license and manufactured home, when available.
14. All other duties as assigned.

### **Knowledge, Skills, and Abilities**

1. Communication skills to convey to the public clear and concise explanations of County ordinances and regulations in a courteous and tactful manner.
2. Math skills to compute correctly the maximum amount of fees due to the County that is and is not received through routine collection channels.
3. Basic knowledge of accounting principles.
4. Skills to clearly define to the public the County's codes and ordinances.
5. Skills to properly understand state and municipal codes and ordinances and the daily, routine correspondence from the public.
6. Driving skills to safely operate vehicle while driving.
7. Considerable knowledge of county codes and ordinances.
8. Considerable familiarity with County businesses.
9. Knowledge of Baldwin County geography and streets.
10. Ability to deal with irate citizens.
11. Knowledge of County rules, regulations, policies and procedures.
12. Ability to recognize potential sales tax audits and report findings accordingly.

### **Essential Physical Abilities**

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to permit the employee to communicate effectively.
2. Sufficient vision or other powers of observation, with or without reasonable accommodation, to permit the employee to read and scan a wide variety of materials electronic or hard copy form.
3. Sufficient manual dexterity, with or without reasonable accommodation, to permit the employee to operate a county vehicle, personal computer, telephone, copier, and other related office equipment.
4. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to permit the employee to maneuver and function in and around an office and field environments.

### **Other Characteristics**

1. Experience in working with the public.
2. Willing to travel out of County as needed.
3. Willing to attend meetings, conference workshops, and training sessions as related.

### **Minimum Qualifications**

1. Possess a valid driver's license.
2. Possess a high school diploma or equivalent.
3. Associate Degree in business management or related field; and/or prior training and experience in lieu of college education.
4. Certified Revenue Officer through CROAA and/or Licensing Administration Certification through AATA, and
5. Five (5) years experience in government accounting and collections or any equivalent of work and training experience that provides the knowledge, skills, and abilities necessary to perform the job duties.

## **POSITION DESCRIPTION**

Title: Deputy License Inspector I

Department: Sales, Use, & License Tax Department

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Chief Deputy License Inspector and Sales, Use, & License Tax Coordinator

Subordinate Staff: None

External Contacts: General Public, Taxpayers, Other Government Agencies

Salary Grade: Classified/Non-Exempt (308)

### **Job Summary**

This is the beginning level of examination work involving the examining of business licenses, mobile homes fees, junkyard, and sales, use, video and rental/lease tax accounts collected and enforced by Baldwin County. Duties involve the collection of taxes and fees due from taxpayers. Performs physical tasks and maintains the clerical tasks including technical accounting work required for the daily operation of the office. At any given time, any one of the License Inspector I staff may be required to perform other duties in someone's absence, cross-train, or take on added responsibilities as they gain knowledge and experience.

### **Job Domains**

1. Provides staff support to Chief Deputy License Inspector and Deputy License Inspector II's, and III's.
2. Investigate complaints and/or reports rendered by various sources on problem accounts or businesses.
3. Inspect business licenses, mobile homes, and junkyards to ensure proper compliance, in office and in the field.
4. Perform review on records for sales, use, video, and rental/lease tax compliance.
5. Provide consultations with taxpayers to address any problems or concerns and provide an explanation of local laws, county resolutions, policies, and procedures.
6. Provide interpretation for enforcement of state regulations and license laws.

7. Provide documentation for Show Cause Hearings to ensure compliance and payment of license fees.
8. Perform investigations, inspections and consultations with taxpayers.
9. Compare reports to determine past due accounts against renewals and payments.
10. Perform collection process as established by the Sales, Use & License Tax Department.
11. Perform a personal telephone follow-up on overdue accounts.
12. Testify in court as required.
13. Perform related work as required.
14. Review building permits, ~~and~~ subcontractors list, and advertisements for business license compliance.

### **Knowledge, Skills, and Abilities**

(Any item marked with an asterisk can be learned on the job.)

1. Ability to make computations and tabulations accurately, and in a timely manner.
2. \*Ability to learn and explain the applicable tax laws, rules and regulations and to apply this knowledge to specific problems.
3. Skill in reading at a level to comprehend complex text such as County Resolutions, and ~~State and Federal~~ regulations dealing with mobile home and license tax collection, and to ensure compliance with laws and procedures to ensure the correct amount of tax is collected.
4. Skill in math to include the addition, subtraction, multiplication and division of whole numbers and decimals as needed to count money, balance cash receipts, calculate the license and / or mobile home fees due, with any applicable penalties and interest and to make change accurately when handling cash.
5. Knowledge of accounting principles and methods.
6. Skill in written communication to include clarity, sentence structure, spelling and grammar.
7. Knowledge of standard office machines and equipment.
8. Ability to respond to difficult or unusual questions that require the application and research of laws or procedures.
9. Ability to handle difficult and/or angry customers who request assistance from a supervisor.
10. Ability to keep information confidential due to content of documents handled.
11. Ability to establish and maintain an effective working relationship with coworkers, department heads, employees, and with the public.
12. \*Geographical knowledge of Baldwin County.

### **Essential Physical Abilities**

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to permit the employee to communicate effectively.
2. Sufficient vision or other powers of observation, with or without reasonable accommodation, to permit the employee to read and scan a wide variety of materials electronic or hard copy form.
3. Sufficient manual dexterity, with or without reasonable accommodation, to permit the employee to operate a county vehicle, personal computer, telephone, copier, and other related office equipment.
4. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to permit the employee to maneuver and function in and around an office environment.

5. Sufficient personal mobility to maneuver in the field, so as to walk long distances in mobile home parks and in and around junkyard environments.

### **Other Characteristics**

1. Willing to work overtime, non-standard hours, weekends, and holidays as required in completing work assignments.
2. Willing to attend meetings, conferences workshops, and training sessions as related and assigned.
3. Willing to travel out of county as needed.
4. Willing to work in inclement weather and various outdoor field conditions, including wildlife, dogs, and remote properties.

### **Minimum Qualifications**

1. Posses a valid driver's license.
2. High School diploma or equivalent.
3. One (1) year experience in accounting and collections.
4. Ability to attain certification from Licensing Administration Certification Program through AATA and/or Certified County Revenue Officer through CROAA



## **POSITION DESCRIPTION**

Title: Deputy License Inspector II

Department: Sales, Use & License Tax Department

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Chief Deputy License Inspector and Sales, Use, & License Tax Coordinator

Subordinate Staff: None

External Contacts: General Public, Taxpayers, Other Government Agencies

Salary Grade: Classified/Non-Exempt (310)

### **Job Summary**

This employee provides guidance to License Inspector I's and works in close coordination with the Deputy License Inspector III and Chief Deputy License Inspector. This is technical accounting work and field work in the enforcement of business license, mobile home, and junkyard accounts as needed. Work involves providing assistance in the collection of any license fees, registration fees, penalties, interest and taxes collected by the Sales, Use & License Tax Department as assigned.

### **Job Domains**

1. Provides staff support to the Deputy License Inspector III's on a daily basis.
2. Perform county revenue functions including, but not limited to, investigations, inspections, and consultations with businesses and taxpayers, in the field and in the office.
2. Investigate any complaints and/or reports rendered by various sources on ~~problem~~ delinquent business license accounts, mobile home registrations, and junkyard cases.
3. Perform review on records for compliance and timely reporting of business licenses and mobile home accounts.
4. Inspection of businesses to ensure compliance on license, sales, use, video, rental/lease taxes and for cigarette/tax stamp compliance.
5. Conducts classes and seminars on business license and mobile home codes, as assigned.
6. Collection of business license fees, mobile home registration fees, and taxes collected by the Sales, Use & License Tax Department.

7. Ability to address ~~any~~ problems or concerns; and to provide an explanation and/or interpretation for the enforcement of state and local laws; county resolutions; policies and procedures.
8. Conducts Show Cause Hearings for delinquent accounts in close coordination with Deputy License Inspector III, or Chief Deputy License Inspector.
9. Review reports to determine past due accounts.
10. Testify in court as required.
11. Review building permits, ~~and~~ sub-contractor lists, and advertisements for business license compliance.
12. Inspect mobile homes for compliance of registration compliance laws.
13. Search new corporation/organization lists for taxpayer compliance.

### **Knowledge, Skills, and Abilities**

1. Orally communicate with Deputy License Inspector I's regarding rules, changes in procedure, and general information regarding the job duties.
2. Respond to difficult or unusual questions that require the application or research of laws or procedures.
3. Handle difficult and/or angry customers who request assistance from a supervisor.
4. Ability to guide License Inspector I's to include explaining steps, breaking down jobs into distinct elements, recognizing when others do not understand and adjusting explanation.
5. Ability to handle large sums of money (cash and checks) and make computations quickly and accurately.
6. Knowledge of general management principles.
7. Comprehensive knowledge of all applicable license laws, regulations, and procedures.
8. Ability to explain license regulations accurately and in a timely manner.
9. Knowledge of accounting principles and methods.
10. Skill in reading at a level to include comprehension of complex text such as County Resolutions and State regulations dealing with mobile home, license, sales, use, video rental/lease collection, and to ensure compliance with laws and procedures to ensure the correct amount of tax is collected.
11. Skill in math to include the addition, subtraction, multiplication and division of ~~who~~ numbers and decimals as needed to count money, balance cash receipts, calculate the license and/or mobile home fees due, with any applicable penalties and interest, and to make change accurately when handling cash.
12. Geographical knowledge of Baldwin County.

### **Essential Physical Abilities**

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to permit the employee to communicate effectively.
2. Sufficient vision or other powers of observation, with or without reasonable accommodation, to permit the employee to read and scan a wide variety of materials electronic or hard copy form.

3. Sufficient manual dexterity, with or without reasonable accommodation, to permit the employee to operate a county vehicle, personal computer, telephone, copier, and other related office equipment.
4. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to permit the employee to maneuver and function in and around an office environment.
5. Sufficient personal mobility to maneuver in the field, so as to walk long distances in mobile home parks and in and around junk yard environments.

#### **Other Characteristics**

1. Willing to travel out of County as needed.
2. Willing to attend or conduct meetings, conference workshops, and training sessions as related.
3. Willing to work overtime, non-standard hours, weekends and holidays as required in completing work assignments.
4. Willing to work in inclement weather and various outdoor field conditions, which could include wildlife, dogs, and remote properties.

#### **Minimum Qualifications**

1. Possess a valid driver's license.
2. Possess a high school diploma or equivalent.
3. Three (3) years experience in government accounting and collection.
4. Eligible for Licensing Administration Certification through AATA and/or Certified County Revenue Officer through CROAA.

## **POSITION DESCRIPTION**

Title: Deputy License Inspector III

Department: Sales, Use, and License Tax Department

Job Analysis: September 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Chief Deputy License Inspector and Sales, Use, and License  
Tax Coordinator

Subordinate Staff: Deputy License Inspectors I and II

External Contacts: General Public, Taxpayers, Other Government Agencies

Salary Grade: Classified/Non-Exempt (312)

### **Job Summary**

Under the supervision of the Chief Deputy License Inspector, the Deputy License Inspector III provides guidance and training to Deputy License Inspectors I and II and provides input on their evaluations and assists in the hiring of these positions. Provides field inspections for business licenses, manufactured homes and junk yards. Also, provides assistance in the discovery and collection of sales and use taxes. Conducts seminars, classes, and show cause hearings.

### **Job Domains**

1. Provides staff support to the Chief Deputy License Inspector daily.
2. Monitor adherence to policies, procedures, and provides guidance/training to Deputy License Inspectors I and II.
3. Participates in the hiring selection and training of Deputy License Inspectors I and II.
4. Assists supervisor to address problems and concerns. Provides an explanation and/or interpretation for the enforcement of State and County business license laws, manufactured home laws, county junk yard resolution, sales taxes, and policies and procedures, as required.

5. Prepare and review reports and findings for further processing and to determine delinquency.
6. Perform field inspections of businesses for business license, sales tax, and cigarette stamp compliance.
7. Maintain records of collected funds and process collected payments for remittance to the Judge of Probate.
8. Monitors and inspects work in progress on junk yards and inspects finished work on junk yards and show cause hearings.
9. Provides guidance to Deputy License Inspectors I and II during field inspections of manufactured homes and junk yards.
10. Assists in mailout of delinquent business license citations.
11. Exercise independent judgement in carrying out assignments, planning, and completion of duties.

### **Knowledge, Skills, and Abilities**

1. Ability to handle large sums of money (cash and checks) and make record of collections and remittances to the Judge of Probate.
2. Knowledge of accounting principles and methods.
3. Ability to communicate in writing and orally with co-workers, taxpayers, taxpayer agents, government officials, and attorneys.
4. Ability to research laws, rulings and court decisions.
5. Considerable knowledge of state codes and county resolutions pertaining to business licenses, manufactured home registrations, junk yards, and sales taxes.
6. Ability to recognize potential sales tax audits and report accordingly.
7. Ability to attend and/or conduct seminars and classes on business licenses and manufactured home codes.
8. Ability to train Deputy License Inspectors I and II.
9. Considerable knowledge of Baldwin County geography and streets.
10. Skills in math to compute citations and taxes correctly for the taxpayer.

### **Essential Physical Abilities**

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to permit the employee to communicate effectively.
2. Sufficient vision or other powers of observation, with or without reasonable accommodation, to permit the employee to read and scan a wide variety of materials electronic or hard copy form.
3. Sufficient manual dexterity, with or without reasonable accommodation, to permit the employee to operate a county vehicle, personal computer, telephone, copier, and other related office equipment.

4. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to permit the employee to maneuver and function in and around an office environment, and field environments to include manufactured home parks and junk yard environments.

#### **Other Characteristics**

1. Experience working with the public involving tax matters.
2. Willing to travel out of county and overnight, as required.
3. Willing to work overtime, non-standard hours, weekends, and holidays, as required.
4. Willing to work in inclement weather and various outdoor field conditions. To include encountering wildlife, dogs, and visiting remote areas.

#### **Minimum Qualifications**

1. Possess valid driver's license.
2. Possess high school diploma or equivalent.
3. Minimum five (5) years practical experience and training in government accounting and collections related to job domain.
4. Possess certification as a revenue officer through CROAA (County Revenue Officer's Association of Alabama) and/or AATA (Alabama Association of Tax Administrators).