



Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Board Services Analyst

Job Specifications			
Classification:	Non-Exempt	Department:	Board Services
Supervisor:	Board Services Director	Location:	Crestview
Salary Range:	NE-4	Schedule:	Monday - Friday 8am - 5pm

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. Creates Clerk and Board reports, dashboards, and other visualizations on data associated with customers, business processes, economics, and more to provide insights to management and in support of decision-making efforts.

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.
- Works closely with Clerk and Board Department Managers/Directors to develop new reports and databases reflecting on processes and/or performance measures.
- Analyzes business processes and applications to identify areas in which a reporting database can improve the efficiency and/or effectiveness.



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- 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.
- 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:

- Bachelor's degree in Accounting, Finance, Computer Science, Business Analysis, or related field, supplemented by (2) years of recent and relevant experience with automated financial systems and coordinating policy and procedure improvements. Will substitute 4 years of relevant experience in lieu of degree.
- Experience in a governmental or public agency is preferred.
- Customer service-oriented experience is preferred.
- Proficiency in Microsoft Office and experience in Microsoft Power BI is preferred.
- SQL database experience preferred.
- Ability to compile, organize, interpret, and analyze data and information to solve application problems.
- Ability to interpret rules, regulations and policies for application to work processes and applications.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with minimal direction.
- Excellent organizational and analytical skills.
- Strong written and oral communication skills.
- Must be computer literate.
- A valid driver's license is required.



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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.