



POSITION GUIDE

TITLE: Executive Director
DEPARTMENT: Executive
LOCATION: LCTCB Business Office
REPORTS TO: Chairperson of the Board
STATUS: Exempt
DATE ORIGINAL: 04/2008
Salary Range: \$99,000 - \$124,000

SRI: ADM 10
DATE REVISED: 02/2013

SUMMARY OF PURPOSE

This position is responsible for directing and leading the activities of LCTCB which is engaged in the collection of earned income tax from individuals and employers in Lancaster County, the Octorara Area School District and the distribution of same to the proper taxing jurisdictions. As Chief Executive Officer of the Bureau, effectively and efficiently performs executive management duties to include leading the organization, both strategically and tactically, and implementing directives given by the Board of Directors and Management Committee. The incumbent works with other members of the Bureau in meeting organizational goals and objectives in support of the LCTCB mission and strategic objectives.

POSITION RESPONSIBILITIES

ESSENTIAL FUNCTIONS

1. Is responsible for strategic planning, business continuity planning and succession planning.
2. Is responsible for the profit and loss condition and reporting of the organization.
3. Insures that organization policies and procedures are uniformly understood and properly interpreted and administered by managers; reviews and approves proposed internal policies and procedures.
4. Directs the development of short- and long- term plans and budgets based upon broad organization goals and growth objectives.
5. Manages the bureau businesses, operations, employees, facilities, assets and finances.
6. Insures that all activities and operations are performed in compliance with local, state and federal regulations and laws.
7. Provides regular updates to the Board, Management Committee and other committees on the Bureau's operations, initiatives, issues and budget status.
8. Coordinates, prepares and maintains the annual budget for the Bureau.
9. Is responsible for the selection, retention and termination of all staff as appropriate.
10. Ensures that policies, procedures and controls are in place to safeguard the assets of the business and ensure that the Bureau conforms to all laws and acts in an ethical manner with all stakeholders.
11. Plans and directs the succession plan so that the loss of any one employee will not adversely impact the Bureau operations.
12. Acts as the public representative for the Bureau in dealing with key stakeholders, legislators and the community.

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13. Maintains effective lines of communication between the Bureau and all stakeholders, including state and local legislators, school districts, municipalities, taxpayers, employers, other collection agencies, vendors and the community.
14. Prepares and delivers presentations and communications to all levels of the organization, to all stakeholders and the public.
15. Develops strategic plans for the Bureau, presents the plans for approval and executes as necessary.
16. Reviews and approves the selection, appointment, employment, transfer and termination of all key staff. Is responsible for the hiring, dismissal and supervision of all employees in the Bureau.
17. Resolves any conflicts arising between operating groups, staff units and other entities under supervision. Manages the expectations of all stakeholders and the public.
18. Negotiates and executes contracts on behalf of the Bureau.
19. Supervises the management staff to include Finance, Technology, and Operations.
20. Works to improve the efficiency and effectiveness of the Bureau operations. Continually strives to drive down collection costs while increasing revenues.
21. Approves all expenditures and distributions.
22. Works effectively with the Bureau Solicitor, Banks, the Auditors, Consultants and other outside organizations and agencies.
23. Acts as liaison and provides recommendations to the TCC Tax Appeal Board on the disposition of appeals.
24. Represents the Bureau in all legal proceedings.
25. Generates new business relationships to increase revenue.
26. Serves as information and public relations officer for the Bureau and acts as principal contact for outside organizations as necessary.
27. Is responsible for the approval of all internal staff training and development and approves all outside training as necessary.

DEPARTMENT/ORGANIZATION FUNCTIONS

1. Keeps current with related technology, tax laws and developments that impact the Bureau.
2. Makes decisions consistent with the Bureau's mission and core values, establishes and maintains effective communication and positive relationships within the Bureau.
3. Performs other functions as assigned by the Chairman of the Board, the Board of Directors, and the Management Committee.

This job description covers the most significant essential and marginal functions but does not exclude other occasional responsibilities and accountabilities the inclusion of which would be in conformity with the major purpose of this job.

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4. Participates on project teams as required.
5. Contributes to the effective team management of all issues and opportunities within the Bureau.
6. Maintains an optimum relationship with all staff members by being courteous and always mindful of the importance of confidentiality.
7. Acts in an ethical manner on all tasks and projects.
8. Follows established Employee Handbook and Ethics Policy.

GENERAL FUNCTIONS

1. Acts to ensure the security and safety of Bureau personnel.
2. Acts to ensure the privacy and security of all assets both physical and electronic.
3. Proactively works extra hours, as required, to ensure departmental and Bureau goals are accomplished and commitments are met.

MARGINAL FUNCTIONS

Marginal functions will vary with the specific assignment and depend on the particular position function for which the person is responsible.

SCOPE AND IMPACT

This position works independently in the performance of the essential functions. Contacts include the Board of Directors of the Bureau, all stakeholders, including state and local legislators, school districts, municipalities, townships, taxpayers, employers, other collection agencies, vendors, the community and the entire Bureau staff.

MINIMUM REQUIREMENTS

This position requires a bachelor's degree in business administration/accounting or related discipline, master's degree preferred, plus seven to ten years in a business environment involving significant accomplishments in strategic planning and execution, management, leadership and information technology. This position must possess a valid PA driver's license and reliable transportation.

Special Requirement of Incumbent: Incumbent must take necessary steps to become a Certified Tax Officer and maintain that certification through annual renewal as required by Act 32 of 2008

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SPECIAL SKILLS

Position requires excellent leadership qualities, interpersonal skills and communication skills to include the ability to make presentations to all levels of the organization and to external entities. This position must be well versed in state, federal and local tax laws. This position must be able to deal with employees, directors, employers, constituents, consultants and vendors.

This position demonstrates initiative and is self-directed and demonstrates the appropriate sense of urgency in delivering on responsibilities and commitments. This position is proactive toward developing new business opportunities and improvements to operations and in driving change throughout the organization. This position must possess the ability to visualize new business opportunities and act on that vision and make sound business decisions.

This position must possess excellent financial, technical, legal, human resources and legislative skills. Position requires strong computer skills to include the Microsoft suite of office products and all tax-related software. Be highly confidential at all times; be able to perform complex calculations, act as a team player; be flexible to work on multiple tasks; maintain composure at all times and deal with constant change.

PHYSICAL/COGNITIVE/ENVIRONMENTAL

- Physical Demands: Sitting 90%, walking/standing 10%
 Ability to reach above and below the waist
 Ability to use fingers to pick, feel and grasp objects
 Some stooping, bending and twisting of the body
 Ability to lift and/or carry supplies weighing up to 20 lbs. or more
 Ability to sit for extended periods of the workday.
 Ability to travel to outside meetings
- Sensory Abilities: Visual acuity to read correspondence and computer screens.
 Auditory acuity to be able to use telephone
- Work Environment: Normal office environment with some moderate noise.
 Some public meeting/presentation settings
- Cognitive Ability: Ability to communicate effectively
 Ability to exercise good judgment
 Ability to follow written and verbal directions
 Ability to define problems
 Ability to establish facts and draw valid conclusions
 Ability to remain calm in what can become a stressful environment
 Ability to work with limited supervision
 Ability to be courteous and able to deal effectively with people

This job description covers the most significant essential and marginal functions but does not exclude other occasional responsibilities and accountabilities the inclusion of which would be in conformity with the major purpose of this job.

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Ability to be cooperative, congenial and service-oriented
Ability to read and understand written communications that include
technical terminology
Ability to organize and manage heavy work load in high pressure setting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.