



Status: Exempt **Job Grade:** 10
Title: Compliance Specialist
Department: Finance **Reports to:** Finance Supervisor

Position Summary:

Performs specialized field and office work to ensure County and State compliance and enforcement of Tourist Development Tax payors in St. Lucie County. This is a new and evolving position where the incumbent will have the opportunity to help create, educate and administer oversight guidelines.

Essential Functions:

- Responsible for the development, education and administration of Tourist Development Tax compliance throughout St. Lucie County
- Oversees the day to day Tourist Development Tax functions and assists Operations with processing payments as needed. This includes helping taxpayers set up accounts, answering phone calls and letters.
- Reviews County and State requirements for Tourist Development Tax accounts to ensure compliance
- Review individual Tourist Development Tax accounts to ensure accounts are compliant with the registration and payment of taxes
- Create and maintain Tourist Development Tax correspondence letters, procedures, and manuals
- Develop and deliver communication materials and educate the citizens of SLC on Tourist Development Tax requirements
- Conduct field visits within the County to investigate non-compliance or under-reporting activity
- Investigates tips and websites to identify unregistered taxpayers, resolves non-compliance situations, and creates and follows up on tax payment plans
- Resolves routine non-compliance situations independently via follow-up telephone interviews, e-mail, formal correspondence, and personal conferences with taxpayers or their representatives
- Recommends progressive enforcement of delinquent accounts, prepares casework on the more complex non-compliance situations and submits them to the Finance Supervisor with a list of available options and recommendations for progressive enforcement



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- May conduct public education and information seminars before travel industry groups, realtors, condominium management associations, accountants and others
- Accesses online computer databases, conducts research, and analyzes information
- Each employee has the basic responsibility to be at work, as determined by their schedule, to arrive for work on time, and to stay at work for the duration of their schedule

Other Duties:

- Perform or assist with any operation as required to maintain workflow and to meet schedules and quality requirements.
- Participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain a specified level of knowledge pertaining to new developments, requirements, and policies.
- Responsibilities are actively developing and expected to evolve

Competency:

- Demonstrate excellence in oral and verbal communication with the ability to communicate clearly.
- Strong computer and keyboarding skills, and ability to work efficiently in MS Office Suite including Word and Excel, as well as learn and function effectively in the use of specialty software systems and tools used in communications and transaction processing.
- Ability to manage work effectively by prioritizing tasks.
- Valid Florida Driver License with insurability.

Education/Experience Requirements:

- High School
- Attend meetings after hours as needed
- Comfortable with public speaking
- Must possess strong problem-solving skills
- Engages with the public in a courteous and professional manner



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- Skilled in researching, collecting, and interpreting data, Florida Statutes and County Ordinances.
- Knowledge of Tourist Development Tax is required

ADDITIONAL CONSIDERATION: Responsibilities listed are to be considered specific but not necessarily Inclusive of all activities.

All employees serve at the pleasure of the Saint Lucie County Tax Collector. The Tax Collector as an Elected, Constitutional Officer retains the right to make personnel changes and decisions deemed Necessary to carry out the duties of the office and serve the people of Saint Lucie County.