



**RAY VALDES
TAX COLLECTOR**

**GENERAL EMPLOYMENT INFORMATION
WITH THE
OFFICE OF THE
SEMINOLE COUNTY TAX COLLECTOR
November, 2011**

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Thank you for your interest in seeking a position with the Seminole County Tax Collector's Office. This information is presented to familiarize you with our office and hiring policy.

THE TAX COLLECTOR

Ray Valdes is the Seminole County Tax Collector. He is an elected Independent County Officer as identified in the Constitution of the State of Florida. He was first elected Seminole County Tax Collector in November, 1988.

Mr. Valdes prioritizes courteous customer service, and runs his office efficiently for both his employees and the Seminole County citizens. It is his practice to keep an open door for suggestions and innovations.

TAX COLLECTOR'S AREAS OF RESPONSIBILITY

The Seminole County Tax Collector is one of five Administrative County Constitutional Officers elected to serve within the county. The Tax Collector is a unique independent local government officer charged with many state agency responsibilities. His duties are outlined in the Florida Constitution and the Florida Statutes, allowing for contractual agreements with various taxing authorities and state agencies. Services provided are paid for through statutory commissions and transaction user fees.

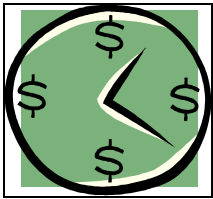
The annual budget for the operation of the Tax Collector's Office is submitted to the Florida Department of Revenue for oversight review. All allotments for salaries, operating and capital expenses must be contained within the approved budget.

Mr. Valdes, as Seminole County Tax Collector consistently operates the office within the amount of annual revenue collected. Any unused revenue is returned each year as a "refund" on services rendered to specific taxing authorities. Our employees are our most important asset. Having a good organization improves our service to the community.

THE STAFF

The Seminole County Tax Collector employs approximately 75 men and women distributed among five office locations within the county. The central office is located in the County Services Building in Sanford, with full service branches located in Altamonte Springs, Casselberry, Lake Mary, and Oviedo. The Lake Mary Branch is unique at this time as it alone offers select driver license services in addition to our other areas of responsibility.

We generally hire a new full time employee as a "CSR" (Customer Service Representative) specializing in registration and titling of vehicles and vessels. Florida Department of Motor Vehicle (DMV) transactions are our highest repeat volume business. However, the basic training program is complete and touches all phases of our service. Having a firm foundation in the vehicle title and registration area allows the employee to contribute quickly. Internal office transfers are allowed into other departments or Branches as openings occur.



HOURS AND SALARY

Our established working hours are 8:15 to 5:15 Monday through Friday, which is a 40-hour workweek. We are available to the public from 8:30 to 5:00.

The beginning salary for all representatives is \$23,880 per year (\$11.48 per hour). The benefit package begins upon successful completion of the probation period.

The hourly rate for part-time is \$10.50. There are no benefits associated with part-time positions.

When a person joins our staff as an employee, they have a designated probation period of 90-days. This time frame is a learning period for both the employee and the employer and may be extended if deemed appropriate. During this period, the trainee is learning the position through a paid 17-week structured training program. A trainer is assigned for one-on-one and on-the-job training. The initial training is conducted in Sanford, but two weeks each are spent in the Lake Mary, Altamonte Springs, and Casselberry Branch Offices. While the customer transactions are identical, it is important to experience different office environments.

During the first week of training, the trainee will be in our DMV Mail Processing Center. Vehicle and vessel registration renewals are taught and reinforced with minimal public contact. The trainee begins to deal with customers with the introduction of title transactions during the second week, and within the next few crucial weeks, the trainee learns extensively more about vehicle and vessel registrations and titles, and hunting/fishing license requirements.

Later in the cycle, trainees are exposed to the Business Tax Receipt, Real Estate, and Tangible Personal Property Taxes. These areas are unique in many ways and further add to the technical skills required.

The following are a few benefits which begin at the conclusion of the initial probationary period and in which most applicants for a position with the Seminole County Tax Collector are interested:

- ❖ **Retirement benefits** are provided at a mutual expense of the Tax Collector and employee. The employee's contribution percentage is fixed at 3%, and applied each pay period calculated on their paid semi-monthly salary.
- ❖ **Life and Health Insurance** is provided for all full-time employees. Coverage does not begin until after the probationary period ends. Employees may add coverage for their spouse and/or children at their own expense, but at the reduced group rate.
- ❖ The Tax Collector provides paid leave for 11 defined **Holidays** each calendar year.
- ❖ Paid **Vacation Time** is accrued and granted on an annual basis. It is generally prescheduled. It can be used for any absences (vacation, home emergencies, or anything). The accrual rate increases with tenure.
- ❖ Paid **Sick Leave** is accrued and granted on a monthly basis, after an initial number of months of service. It can be used for any sickness, doctor or dentist appointment, incurred by you or an immediate family member. The accrual rate increases with tenure.
- ❖ **College Tuition Reimbursement** to enhance individual skills is available under strict guidelines.

BENEFITS



Each employee of the Tax Collector's Office represents the Tax Collector to the citizens and business community of Seminole County. An educated, well-mannered, properly dressed employee, with a good attitude best projects the profile of this office. All employees must fit this framework.

We welcome your application to join our team. An Employment Application is required. You may choose to submit a résumé and/or a picture as well.

