



*Ohio's Leader in Municipal
Tax Collection & Administration,
Serving Taxpayers & Local
Governments **Since 1971***

JOB OPPORTUNITY

We are looking for an individual with strong communication and active listening skills who acts as a trusted advisor to join our growing team!

Resumes will be accepted **through November 29th** (end of business day, 5:00 PM)

JOB TITLE:	GOVERNMENT LIAISON
CLASSIFICATION:	EXEMPT
GRADE:	GRADE 4 (\$60,112 - \$81,328 annually, depending upon experience)
DEPARTMENT:	MEMBER SERVICES
REPORTS TO:	MEMBER SERVICES MANAGER
LOCATION:	WORTHINGTON

About RITA: Our **Mission** at RITA is to provide Ohio cities and villages with a high quality, cost effective municipal tax collection service. We currently serve nearly 400 cities and villages across the State of Ohio, collecting and distributing more than \$2B of municipal income tax revenue annually, at an average cost in 2023 of less than one cent of every dollar collected. These income tax dollars are crucial to the provision of the public safety, infrastructure and recreational services that make these cities and villages great places to live, work and do business. At RITA, we work hard to fulfill our **Mission** to the Ohio cities and villages we serve, and strive to be the best and top choice for municipal tax collection in Ohio.

RITA Benefits: RITA is an OPERS employer that offers low monthly premiums for health benefits for employees, spouses and dependents with no monthly cost for dental and vision coverage. The Agency makes bi-annual contributions to employees' Health Savings Accounts. Additional benefits include paid vacation and sick leave, including for mental health and for time to volunteer, along with 3 personal days provided on the anniversary of the employee's hire date. The initial 3 personal days are provided upon successful completion of the 180-day Introductory Period and then again at the second anniversary and each anniversary thereafter. Employees also have access to an employee assistance program, which offers many services including digital Cognitive Behavioral Therapy (dCBT), benefits and claims advocacy services, and assistance with other matters, such as childcare, mental health and legal assistance.

About the Role: The purpose of this position is to serve as a primary point of contact for existing RITA member municipalities, and to recruit and onboard new member municipalities. This position develops and maintains positive relationships with municipalities and their municipal officials, streamlines operations, resolves issues, improves communications and generally ensures that the relationship between RITA member municipalities and RITA is as beneficial as possible.

EXAMPLES OF ESSENTIAL FUNCTIONS

1. Maintains thorough knowledge of the Agency, as well as an understanding of how Agency operations impact RITA member municipalities, and prospective member municipalities.
2. Develops and maintains positive relationships with existing RITA member municipalities, potential new member municipalities and other entities outside of the Agency.
3. Participates in the development of the Department's member outreach and growth plans.

4. Provides resolution to member municipalities' questions and inquiries, and assists members in resolving taxpayer concerns or inquires. Responds promptly to inquiries in person, in writing or via telephone, and works with other RITA staff and departments as needed.
5. Prepares various reports, projections and presentations for the benefit of current and potential member municipalities.
6. Collects, analyzes, interprets and presents information from various sources, including but not limited to: local income tax collections and ordinances; state and federal tax laws; business and economic data trends; demographic data and public policies.
7. Provides municipal tax consulting to member municipalities by interpreting tax codes and dispensing information.
8. Serves as a primary point of contact for a group of member municipalities and works to recruit new municipalities, as assigned by management.
9. Serves as a RITA representative within the municipal income tax community at conferences, municipal trade shows, tax association meetings, and other governmental and business gatherings. Presents the benefits of RITA and shared services to local officials, as appropriate.
10. Under direction of management, represents RITA at member municipality committee/council meetings, presenting topics of interest to local government officials/councils.
11. Travel as needed, occasionally overnight, is required. Most travel is in-state.
12. Works with other Member Services staff to assist new members with their conversion to the RITA tax system. Provides training and assistance to member municipalities in the use of RITA systems.
13. Prepares and delivers cost estimates and presentations to prospective municipalities interested in joining the Agency.
14. Performs other related work as assigned.

This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, the Agency reserves the right to revise the job or to require that other or different tasks be performed as assigned.

Physical Requirements: The individual assigned to this position must be able to complete all physical requirements of the job, with or without a reasonable accommodation, which include, but are not limited to the following:

- Frequently communicates with employees, taxpayers, members, etc. Must be able to exchange accurate information in these situations.
- Must have adequate transportation available to travel by car throughout the state of Ohio approximately 10% of the time and to occasionally stay overnight.
- Must be able to remain in a stationary position 50% of the time and to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

About You: Bachelor's degree in business administration, accounting, marketing, communications, or closely related field; supplemented by up to three (3) years previous experience and/or training involving customer service, the examination of income tax returns: or an equivalent combination of education, training, and experience.

The ability to travel as needed is required. Most travel is in-state. On rare occasions travel may involve overnight stays.

How to Apply: Please submit your resume to RITAJobs@ritaohio.com no later than 5 PM on November 29th. Only qualified individuals being considered will be contacted for an interview.

The Regional Income Tax Agency (Agency) is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel decisions are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic. In compliance with the Americans with Disabilities Act, the Agency will seek to provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Agency.