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Tax Collection & Administration,
Serving Taxpayers & Local
Governments **Since 1971***

RITA Job Opportunity – Member Services Manager

The Regional Income Tax Agency (RITA) is seeking an accountable and collaborative leader to drive high performance and revenue growth through strategic relationship management, as our next Member Services Manager. This key leadership role will lead our Member Services team, and help shape the future of member engagement at RITA.

Operated as a council of governments, RITA administers and collects municipal income tax for more than 400 cities and villages across Ohio as an efficient and cost-effective shared service. In 2025 RITA collected more than \$2.5 billion of this vital income tax for our member municipalities, at an average cost of \$1.04 of every hundred dollars collected.

RITA's Member Services team builds and manages relationships that promote Agency growth and retention; provides service and support to our member municipalities; and collaborates across internal RITA teams to deliver high quality, cost effective services to our members.

The ideal Member Services Manager will blend:

- **Strong Leadership** to coach and mentor our 11-person Member Services team;
- **Strategic Relationship Management** to drive growth and retention; and a
- **Collaborative Approach** to promoting and supporting Agency services that align with the needs of our member municipalities.

This hybrid role is based out of our Brecksville, Ohio office, and reports directly to the Executive Director.

Learn more by visiting www.ritaohio.com/About/Home/Employment to view the full position description and salary range. Resumes will be accepted until 5 PM on June 23, 2026 at RITAJobs@ritaohio.com.