



**COMMITTEE OF THE WHOLE AGENDA**  
**BOARD OF WRIGHT COUNTY COMMISSIONERS**

**DATE: AUGUST 15, 2022**

**TIME: 10:00 AM**

**LOCATION: Wright County Boardroom 1200 & Microsoft Teams  
3650 Braddock Ave NE**

Christine Husom District 1  
Darek Vetsch District 2  
Mark Daleiden District 3  
Mary Wetter District 4  
Michael Kaczmarek District 5

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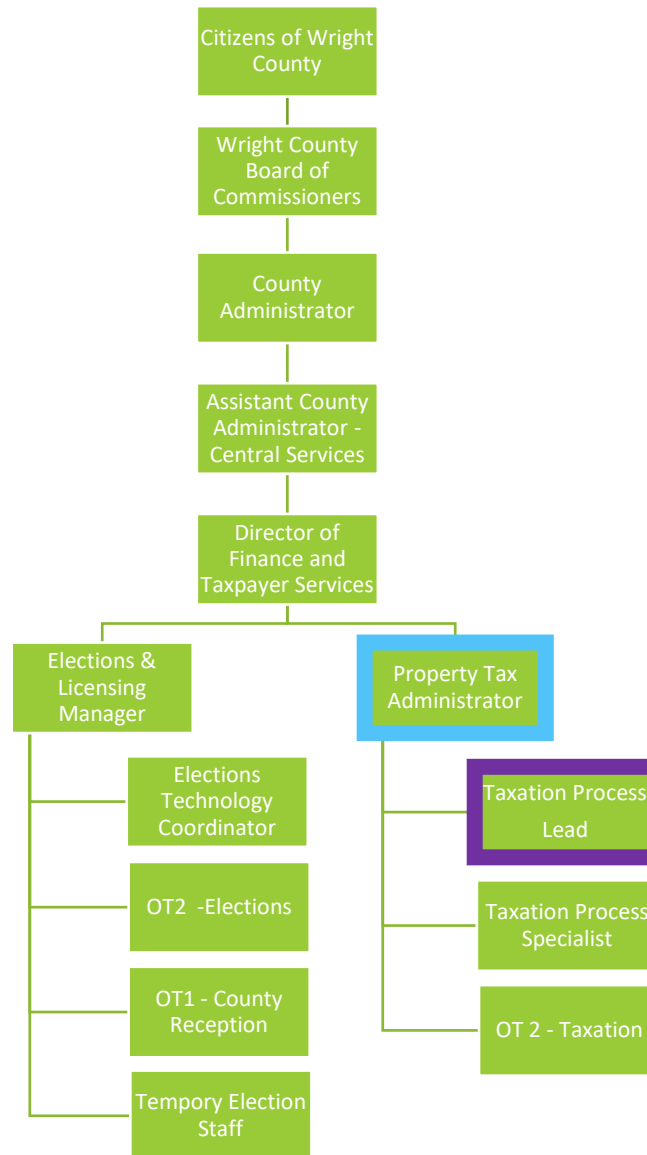
**AGENDA ITEMS**

- I. Taxpayer Services And Election Organization Future**
- II. Environment Health Coordinator Position - Health and Human Services**

cc: County Board  
Department Heads  
Lee Kelly

Minutes: Administration

# Wright County Taxpayer Services Recommendation



# Wright County Taxpayer Services Recommendation

## Under One leader and One direction:

The OTII team is accessible to both the tax and election teams.

Tax: Passports, tax receipts, support of the TPS team

Election: Election Day support, mailroom management, switchboard support, licensing help (Tobacco, Liquor, Assembly permits)

The taxation Process Specialist (TPS) team can delegate work to the OTII team; this happens regularly with the distribution of various letters, overpayment refunds, tax research...

The TPS team is accessible as a backup for the OTII team and is regularly asked to the counter to assist in taxation questions. They also back up the OTII team as passport agents when OTII staff are out or busy.

## Utilization of the existing office space:

The OTII team should remain the responsible team for passport work.

This work cannot move to another office due to accessibility limitations (segregation from vitals).

The Passport Manager, currently a TPS, needs to oversee the work of the passport Agents (OTII) and is the primary contact person for the federal government.

No changes to the building would be required to continue the appropriate security of passport supplies and documents.

The Taxpayer Services office is near the mail room and switchboard.

Staff can be easily reached for customer service at the counter when needed.

The OTII team acts as backup coverage for the switchboard during PTO. On days of unanticipated light staffing, the switchboard operator can quickly be pulled back to the office to serve customers at the counter.

Similarly, when processing incoming and outgoing mail, the team member can quickly be recalled to the office.

# Wright County Taxpayer Services Recommendation

**Mailroom operations are best suited to the taxpayer services, OTII team due to specific concerns with the incoming mail pieces:**

During absentee voting, the mail is a critical aspect of election security.

Mail must be handled with care and processed quickly to ensure statutory compliance in the accepting and rejecting ballots received.

Mailroom operations are critical to the Tax team due to the timing of receipt and timeline to have all payments posted and included in distributions.

Misplaced or delayed mail increases the workload for the tax team during the spring and fall collection periods; taxpayers check online to see if their payments have been posted and call the office to confirm when they cannot see their receipt posted.

**Instead of a re-organization of the tax team, the Assessor, Recorder, can achieve the desired effect through continuous improvement efforts and communication:**

It is recognized that communication channels for leadership and operational staff within the offices must be established and fostered.

These teams need to meet regularly to review process and handoff points to ensure optimal efficiencies.

Training and overview of general topics should be shared amongst the teams to achieve a common understanding and appreciation for all team member's roles related to the County's land records functions.

**This is a decision that can be easily changed:**

By remaining under the existing leadership structure, we can quickly reassess this decision in 6 months if we find that communication efforts do not yield positive change.

If we chose a structural modification now, the impacts on staff would be more drastic and more challenging to enact if a change is deemed necessary.

# Wright County Taxpayer Services Recommendation

**Either decision requires modification to the taxation hierarchy:**

The current Assistant Finance Director – Property Tax Operations (grade 18) would likely be modified to a Property Tax Administrator.

The position should be considered –Taxation Process Specialist Lead, which would not increase the FTE count.

This would be a growth opportunity for TPS team members (currently grade 7).

It would address the gap in responsibility level, knowledge loss, and roles between the Property Tax Administrator and the TPS team.

This position would ensure that a comprehensive backup plan for all team members can be enacted during staffing shortages.