

Tax Office By the Numbers

Registrations

1,050,451 – FY2022

1,075,462 – FY2023

1,044,768 – FY2024

1,094,227 – FY2025

Titles

253,726 – FY2022

254,168 – FY2023

247,781 – FY2024

275,405 – FY2025

Total Motor Vehicle Collections

\$387,499,016 – FY2022

\$432,188,731 – FY2023

\$413,255,808 – FY2024

\$451,473,309 – FY2025

Property Tax Transactions

502,519 – FY2022

511,013 – FY2023

502,715 – FY2024

534,043 – FY2025

Property Tax Collections

\$3,651,772,911 – FY2022

\$4,069,061,646 – FY2023

\$3,986,993,534 – FY2024

\$4,370,399,725 – FY2025

Total Tax Office Collections & Transactions

\$4,039,271,927 – 1,806,696 – FY2022

\$4,471,250,377 – 1,840,643 – FY2023

\$4,400,249,342 – 1,795,264 – FY 2024

\$4,821,873,034 – 1,903,675 – FY2025

	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
REVENUE				
<u>MOTOR VEHICLE</u>				
Sales Tax Commission	\$14,960,272.05	\$17,441,291.60	\$17,663,180.43	\$ 17,868,542.16
Title Fees	\$ 1,270,810.00	\$ 1,234,370.00	\$ 1,368,880.00	\$ 1,119,917.50
Registration Fees	\$ 2,015,775.80	\$ 1,768,346.89	\$ 1,868,097.90	\$ 1,585,230.90
NTTA Collection Fees	\$ 90,531.48	\$ 98,532.96	\$ 200,748.51	\$ 110,880.26
Bank Interest	\$ 205,045.92	\$ 241,891.87	\$ 200,748.51	\$ 127,780.73
Total Motor Vehicle	\$18,542,435.25	\$20,784,433.32	\$21,301,655.35	\$20,812,351.55
<u>PROPERTY TAX</u>				
Entity Collection Fees	\$1,039,019.75	\$1,102,377.50	\$1,188,599.75	\$1,289,437.96
Bank Interest	\$ 351,975.60	\$ 245,599.58	\$ 331,620.37	399,780.12
Total Property Tax	\$1,390,995.35	\$1,347,977.08	\$1,520,220.12	\$1,689,218.08
<u>FUNDS COLLECTED ON BEHALF OF THE COUNTY</u>				
	2023	2024	2025	2026
Road & Bridge Fees	\$ 9,757,473.00	\$ 9,776,004.50	\$ 10,636,397.50	\$ 9,174,481.00
Property Taxes	\$ 299,028,624.02	\$ 327,343,361.02	\$ 362,218,894.93	\$ 385,631,194.96
Total Collections	\$ 308,786,097.02	\$ 337,119,365.52	\$ 372,855,292.43	\$ 394,805,675.96

Title Specialist - Operations

Proposal Discussion:

- (1) The standard 2,080 annual work hours should be adjusted to 1,900 to accurately reflect non-productive time, including holidays, and PTO.
- (2) 2026 statistics show the total amount of phone calls has risen to over 93,500. Registrations take an average of 4.50 minutes and Title transactions now average 12 minutes.
- (3) The current model fails to reflect the rise in average call duration to 3.50 minutes. Even if we account for 2,080 annual work hours at 3.50 minutes, that still equates to (3) new clerks for phone calls alone!

Property Tax Clerk III

Proposal Discussion:

The *requested* grade for this position was 534.

The *matched* job duties were compared to a grade 535.

This was not recommended because “job duties match current Compliance/QC/Audit Lead position”. This job request does not process or perform the same or similar duties as the “matched” duties.

Tax Office Reclassification

The current classifications of the positions in the Tax Office are not in line with other clerk positions in the county. Tax Office Clerks are currently paid between 5-10% less than other clerks in the county despite the fact that they help more tax payers and collect more money than the rest of the clerks in the county combined. While our concern is not being able to compete with other county offices, it should be noted that recently Bank of America announced that they are raising their minimum wage to \$25.00 an hour/\$52,000 a year.

Operations Clerk Positions - Current

TAX OFFICE		
Job Title	Classification	Salary Range
Vehicle Registration Clerk	Grade 530	\$36,958-\$51,741
Vehicle Registration clerk II	Grade 531	\$40,007-\$56,010
Deputy Tax Clerk I	Grade 531	\$40,007-\$56,010
Title Specialist	Grade 532	\$43,308-\$60,631
Deputy Tax Clerk II	Grade 533	\$46,881-\$65,633
Title Specialist II/Backup Supervisor	Grade 533	\$46,881-\$65,633

COUNTY AND DISTRICT CLERK'S OFFICES		
Job Title	Classification	Salary Range
Deputy County/District Clerk I	Grade 532	\$43,308-\$60,631
Deputy County/District Clerk II	Grade 533	\$46,881-\$65,633

Note: The Property Tax Office, County Clerk, and District Clerk do not currently have a position for Back-Up Supervisors.

Proposed Changes To Tax Office Operations

New Positions

- Deputy Tax Clerk I – Grade 532
- Deputy Tax Clerk II – Grade 533
- Deputy Tax Clerk III – Grade 534

Current Positions

Reg. Clerk I & II, Deputy Tax Clerk I
Title Specialist, Deputy Tax Clerk II
Title Specialist II, Needed Backup
position for Property Tax

Note: it is the goal of the tax office that all clerks be cross trained to process both motor vehicle and property transactions. This will allow us to provide better service.

Supervision Positions

Lead Clerks, Grade 535, in the tax office supervise between 8-20+ clerks who serve between 3300-8300 customers yearly and collect *millions* of dollars each month.

However, they are paid at a lower pay grade than other county employees that supervise no more than 5 clerks *if any*, serving far fewer customers and collecting no funds. Examples of this are the Parts Warehouse Supervisor that is a Grade 536 and the Magistrate Court Administrator that is a Grade 536.

We are requesting that the Lead Clerks be reclassified to a Grade 536 to be more in line with their work load and responsibilities.

Accounting and Back Office Support

Our Accounting Clerks, Grade 532, and Accounting Techs, Grade 533, have to balance Billions of Dollars from nearly 2 million transactions across 3 locations. The sheer volume of documentation and transactions processed daily clearly justify that they require a higher pay grade than the same positions of smaller offices.

We are requesting that the Accounting Clerks be changed to Tax Accounting Clerk and reclassified to a Grade 533. Accounting Techs should be changed to Tax Accounting Techs and reclassified to a Grade 534.

Our Administrative Secretary in the Tax Office has been given many job responsibilities that were previously assigned to others. The increased work load justifies the requested upgrade to a Grade 535 as the Tax Office Coordinator.

Current system for classification doesn't adequately meet the needs of the tax office.

- For decades, clerks in the tax office have been forced to take on job responsibilities that they were not being fairly compensated for. Mostly, it has been Registration Clerks having little choice but to process title work without gaining the pay of a Title Clerk. There have also been occasions of clerks being required to take on the duties of a Back-up Supervisor or Lead Clerk while still being classified at a lower job grade.
- We acknowledge that the tax office has not kept all job descriptions updated and the system has not kept up with the growing needs of the office.

To address these issues we propose the following:

Filling all but entry level positions is difficult because of the knowledge that comes with experience. In order to address the staffing needs of the tax office, we propose that all positions be progressive where all clerks move up in class as their knowledge base and job responsibility increase.

- Every clerk will start out as a Clerk I (an entry level position) as they gain the knowledge and experience to be assigned additional duties and responsibilities, they will move up to a Clerk II. This move would require them to have good attendance, meet accuracy requirements, completing proper training, a typing test and any additional testing required.
- As they continue to advance, they will move into a Clerk III limited to a total of (8) Clerk III positions. (1) in property tax (2) in McKinney counter area (1) in Operations/McKinney Dealer room (2) in Plano counter area, (1) in Frisco, and (1) for the trainer position. Again, they would not qualify for a promotion if they do not meet the minimum requirements for the job.
- The next step up would be Lead Tax Clerk and that would be limited to the (7) positions currently available until the need arises for any additional lead clerks.

Under this proposed system, once a person leaves the tax office due to transfer, termination, relocation, or voluntary termination, the position would then revert back to a Clerk I. Currently we have job openings that we are unable to fill due to the experience requirements.