

DEPARTMENT OF TAX AND COLLECTIONS DIVISION
MANAGER – CUSTOMER EXPERIENCE

County of Santa Clara

\$164,625 - \$211,003 Annually Salary placement is dependent upon qualifications.

The Department of Tax and Collections (DTAC) is seeking a visionary leader to serve as Division Manager – Customer Experience. This executive-level role oversees all public-facing customer service operations, including our call center, email and written communications, and other key customer interactions. As a champion for service excellence, clarity, and compassion, the Division Manager will lead a high-performing team in delivering consistent, high-quality service that reflects DTAC's mission and values. You'll guide the integration of new technologies, drive process improvements, and help standardize customer communications across the department—ensuring every interaction strengthens public trust.

What You'll Do: • Direct day-to-day operations of high-volume customer service units • Lead strategic planning and service delivery enhancements • Oversee implementation of tools like our new online payment portal • Inspire and support a team through resource-conscious leadership • Serve as a key contributor to county-wide efficiency and transparency goals What We're Looking For: • A dynamic, people-focused leader with a passion for public service • Proven experience managing complex operations and cross-functional teams • Strong communication, organizational, and change management skills • Ability to balance immediate priorities with long-term strategy

Minimum Qualifications: A qualified candidate would typically possess education and experience equivalent to a bachelor's degree in public or business administration, accounting, finance, economics, or a closely related field, and five years of management experience in accounting, auditing and/or collections in a large public organization or private entity comparable to the organizational structure of the County of Santa Clara, including one year of experience managing and/or supervising staff in an auditing, accounting and/or collections function.

This opportunity is a chance to shape how the County of Santa Clara connects with its community. Join us in modernizing customer service, improving access, and supporting programs that impact thousands of residents every day. Apply today and be the leader who makes a difference. For more information or to apply, visit <https://esa.santaclearacounty.gov/career-seekers/executive-leadership-apply-now-page>. In addition to a generous leadership benefits package, the individual selected for this role will enjoy a rewarding career with the Department of Tax and Collections. If you have any questions regarding this recruitment, please contact Kendra Conrad, Executive Services, at (408) 299-6874 or kendra.conrad@esa.sccgov.org.