

DELINQUENT TAX COLLECTOR II

GRADE: 27

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs intermediate paraprofessional work locating delinquent taxpayers and collecting delinquent taxes; does related work as required. Work is performed under regular supervision. May assign and check the work of subordinate personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Pursuing collection of delinquent tax bills; determining amount and type of delinquency; researching taxpayer information and location; preparing payment agreements; receiving and processing payments; preparing and maintaining files and records.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Pursues collection of delinquent tax bills; initiates/conducts communications with delinquent property owners; sends initial letters or acts upon computer-generated bulk letter mailings.
- Reviews and evaluates delinquency status of taxpayers; computes amount of delinquency; calculates penalties and interests; sends final notices of delinquency to taxpayers; discusses accounts with taxpayers.
- Prepares payment agreements at request of taxpayers; assists taxpayers in completing hardship financial statements; analyzes monthly income and calculates debt/income ratios; calculates monthly payments; processes payments based on payment agreements; assists taxpayers with abatement of accounts if applicable.
- Conducts research of various databases to locate delinquent taxpayers; initiates bank liens, employment liens, seizure of vehicles, property sales to expedite collections.
- Works with County Attorney for pursuit of delinquent accounts through the court; testifies in court; receives and processes insufficient fund checks; processes checks and fees for delinquent taxes or charges back to other County departments.
- Receives payments for delinquent tax bills, insufficient funds, or other fees; applies payments received to proper account; balances work; writes refund checks as appropriate; notifies County Attorney's office upon payment of judgment accounts; assists in processing payments for personal property taxes, real estate taxes, or other taxes during tax seasons as needed; assists in processing requests for decals during decal season.
- Responds to requests from County Attorney's office for credit bureau reports; reviews requests for reports; reviews tax data of each individual; forwards to office personnel to generate report.
- Performs general/clerical tasks including answering telephone calls, typing documents, making copies, sending/receiving faxes, picking up and processing incoming/outgoing mail, filing documentation, maintaining files/records, or transporting banking transactions to/from bank.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the principles, methods and practices of accounting; general knowledge of the principles underlying the laws, ordinances and regulations governing the operations of the Treasurer's Office and the Commissioner of the Revenue; thorough knowledge of modern business management and office practices; thorough knowledge of the methods and techniques used to identify and locate delinquent taxpayers; ability to research, analyze and interpret tax data and related information; ability to understand and follow oral and written instructions; ability to communicate ideas both in oral and written forms; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and considerable collections experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.