



Career Service Authority

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Tax Revenue Agent I

GENERAL STATEMENT OF CLASS DUTIES

Performs entry level work collecting delinquent taxes to generate revenue for the city and enforcing compliance of local businesses with state and municipal tax law.

DISTINGUISHING CHARACTERISTICS

A Tax Revenue Agent I performs entry level work collecting delinquent taxes and enforcing compliance. This class is distinguished from the Tax Revenue Agent II that performs standard level work collecting taxes to generate revenue for the city, enforcing compliance of state and municipal tax laws, providing taxpayers with information, and performing lead work over a team of Tax Revenue Agents I. The Tax Revenue Agent I is distinguished from the Treasury Agent that performs full performance collection work by contacting businesses to collect delinquent taxes, collecting payments, or issuing distraint warrants to seize and sell business property(s) and assets.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, and/or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory responsibilities.

ESSENTIAL DUTIES

Collects delinquent sales, use, occupational, lodgers, and personal property taxes and handles issues of compliance determined by the diversity, size, habitual delinquency of the business, and the total of the taxes owed.

Researches and verifies debtor information, collects evidence to prove ownership, residency, business activity, and tax liability, and locates property subject to liens for delinquent taxes.

Estimates, assesses, and collects delinquent taxes by contacting debtor or designated representative, explains legal obligations for restitution, and negotiates payment agreements within specified parameters.

Processes lien placements, submits claims as needed to obtain payment, determines penalty and interest charges on delinquent taxes, prepares liability information for bankruptcy claims, and may assist in negotiating payment agreements with specified parameters.

Investigates businesses for compliance with licensure for collection of sales, use, and/or lodger tax and occupational tax registration through field examination and systematic inquiry and explains state law and municipal ordinances for compliance.

Assembles, organizes, and maintains case files, reports of partial payments and full collection of debt, uncollectible accounts, and records of correspondence.

Works as a team member to ensure tax compliance for small consumer shows.

Appears as a witness before boards or in court as needed.

Performs other related duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and chooses an ethical course of action.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Mathematics - Performs computations such as addition, subtraction, multiplication, division, and algebraic and geometric calculations, correctly using whole numbers, fractions, decimals, and percentages.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory - Recalls information that has been presented previously.

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Knowledge of research techniques sufficient to be able to determine what information is needed, gather and analyze desired information, and input information.

Knowledge of state and municipal tax laws sufficient to be able to collect taxes and enforce compliance.

Skill in conducting investigations to ensure compliance with appropriate rules and regulations.

Physical Demands:

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with the hands.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED Certificate is required.

Experience Requirement:

Two years of experience relating tax information to the public.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 07/16/2005

REVISED DATE:

REVISED BY: Patricia Anderson

CLASS HISTORY

This class was abolished several years ago and consolidated into the City Inspector class. Before the class was abolished, it was called Tax Investigator. The Treasury Division requested this class be recreated as the division believes the work is unique and not accurately described on the City Inspector class specification. The new class is renamed Tax Revenue Agent I.