



Career Service Authority

Tax Revenue Agent II

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GENERAL STATEMENT OF CLASS DUTIES

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 assistance, and performing lead work over a team of Tax Revenue Agents I.

DISTINGUISHING CHARACTERISTICS

The Tax Revenue Agent II performs standard level work collecting taxes and enforcing compliance. This class is distinguished from a Tax Revenue Agent I that 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. This class is distinguished from Treasury Agent that performs full performance collection work by contacting businesses to collect delinquent taxes and collecting payments or issuing distraint warrants to seize and sell business property(s) and assets.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

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 judgement are required within the parameters of the job function.

Level of Supervision Exercised:

Performs lead work.

ESSENTIAL DUTIES

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

Employs a variety of collection techniques to collect taxes including notices to taxpayers when accounts are delinquent and phone and personal contacts, both walk-ins and on-site visits.

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

Estimates, assesses, and collects delinquent taxes by contacting debtor or designed representative, explains legal obligations for restitution, negotiates payment agreements within specified parameters, imposes payment deadlines on delinquent taxpayers, and monitors payments in order to ensure that deadlines are met.

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 submits claims to obtain payment.

Investigates businesses for compliance with licensure for collection of taxes and occupational tax registration and explains state law and municipal ordinances for compliance.

Maintains case files and reports that include information on partial payments, full collection of debts, uncollectible accounts, and records of correspondence.

Contacts venue representatives and vendors to plan for and coordinate Tax Revenue Agents coverage for large consumer shows to ensure tax compliance.

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

Performs lead work for a team of Tax Revenue Agents I, trains new employees, answers work-related questions, and assists with problem resolution.

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, chooses an ethical course of action, and is trustworthy.

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.

Arithmetic - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentage.

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.

Self-Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the alternative in order to make a determination, draw conclusions, or solve a problem.

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

Knowledge of conflict resolution techniques sufficient to be able to arbitrate and/or resolve conflicts as they arise.

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

Skill in conducting investigations to ensure compliance with applicable 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.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Lifting: raising or lowering an object 10 – 25 pounds.
Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to long irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Two years of experience collecting taxes in compliance with applicable tax laws.

Licensure and/or Certification:

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

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/16/2005

REVISED BY: Patricia Anderson

CLASS HISTORY Revised existing class and changed class title from Senior Tax Investigator to Tax Revenue Agent II. .