



## Career Service Authority

### Treasury Agent

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#### **GENERAL STATEMENT OF CLASS DUTIES**

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.

#### **DISTINGUISHING CHARACTERISTICS**

This class performs full performance collection work by contacting businesses to collect delinquent taxes. 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 assistance, and performing lead work over a team of Tax Revenue Agents. The Treasury Agent is distinguished from the Tax Revenue Agent Supervisor that performs supervisory work over employees engaged in collecting delinquent taxes and enforcing compliance of city ordinances and state laws.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***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, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

No supervisory duties.

**ESSENTIAL DUTIES**

Reviews taxpayer collection files to verify correctness of taxes owed and makes adjustments including calculations of interest and penalties.

Makes collection decisions including negotiation over partial payment or distraint (seizure) and sale for taxes due.

Collects, records, and processes payments of delinquent taxes and associated fees.

Completes and serves distraint warrants, notifies owners, employers, and patrons to vacate premises, posts warrants and notices, secures the building, assumes custody of the property, and authorizes locksmith to install new locks.

Acts as custodian of property held in distraint, conducts inventory, maintains security of premises and property, and contacts auctioneer to establish date of sale.

Ensures legality of sale, attracts potential customers by researching state and city records to locate and properly notify lien holders, lessors, creditors, and suppliers, and posts legal advertising and sale notices.

Attends auction to observe and record distribution of items sold and amounts collected and verifies possession by the appropriate buyer.

Ensures tax sale distribution records are accurate, certifies proceeds are distributed to the proper jurisdiction, resolves conflicts between sale parties, and ensures locksmith and auctioneer are paid for their services.

Prepares background data and testifies in court.

Explains tax laws to a wide range of state and local officials and businesses.

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.

**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.

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

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

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

Knowledge of city ordinances and state statutes governing the collection of delinquent taxes sufficient to be able to collect delinquent taxes and enforce compliance.

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

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

***Physical Demands:***

Sitting: remaining in the normal seated position.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Far Acuity: ability to see clearly at 20 feet or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distances and space relationships.  
Field of Vision: ability to see peripherally.  
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.  
Pressure due to multiple calls and inquiries.

***Education Requirement:***

Graduation from high school or the possession of a GED Certificate.

***Experience Requirement:***

Three years of experience collecting delinquent taxes.

***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 and updated existing class.