



Office of Human Resources  
Tax Compliance Agent II - CV2130  
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### General Statement of 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.

### 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.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Performs other related duties as assigned.

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.

### **Competencies**

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

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

**Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

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.

### **Education Requirement**

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

### **Experience Requirement**

Two (2) years of experience collecting taxes in compliance with applicable tax laws.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### Working Environment

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

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.  
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.  
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

Criminal Check  
Employment Verification  
By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: V-619**  
**FLSA Code: N**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date:**  
**Revised By:**  
**Class History:**