



Office of Human Resources
Tax Compliance Agent I - CV2129
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General Statement of 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.

Level of Supervision Exercised

None

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.

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

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.

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.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

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

Knowledge & Skills

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.

Education Requirement

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

Experience Requirement

Two (2) years of experience relating tax information to the public.

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

Pressure due to multiple calls and inquiries.

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.

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.

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-617

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: