General Statement of Duties

Performs entry to intermediate technical level work collecting delinquent taxes from taxpayers and enforcing compliance of tax ordinances and laws.

Distinguishing Characteristics

The following characteristics distinguishes the classifications within the Tax Compliance Series:

The Tax Compliance Agent I is responsible for performing entry to intermediate level work collecting taxes from delinquent taxpayers, while gaining the experience to operate independently and at the full performance level.

The Tax Compliance Agent II is responsible for performing full performance, independent, and complex work collecting taxes from delinquent taxpayers.

The Tax Compliance Specialist is responsible for performing specialized tax collection work involving the service of distraint warrants and coordinating the seizure and sale of property to pay tax liens.

The Tax Compliance Supervisor is responsible for overseeing the work of Tax Compliance Agents and other administrative and support staff engaged in the processing of tax payments.

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.

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 & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

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

Level of Supervision Exercised

None

Essential Duties

Collects delinquent taxes from taxpayers and enforces compliance of tax ordinances and laws, which includes explaining legal obligations, negotiating payment arrangements, calculating penalty and interest charges, and sending revised tax billing statements and notices.
Manages delinquent tax accounts to negotiate payment arrangements, which includes making numerous phone calls to contacts taxpayers, ensuring accuracy of general account information, processing payments, conducting field investigations to collect on delinquent accounts, and providing taxpayer services.

Skip traces delinquent accounts to locate taxpayers and business owners through various resources such as credit reporting bureaus, accounting and legal services, neighboring businesses, and conducting field inspections to verify business locations and operations.

Performs general account maintenance, which includes reconciling account discrepancies, researching and resolving payments issues, cross referencing accounts and balances, updating account contact information, calculating penalties and interest charges on delinquent taxes, entering files and records into financial systems, and preparing tax billing statements and notices.

Ensures businesses are properly licensed and registered to enforce compliance of tax reporting requirements, which includes licensing and registering non-compliant businesses, collecting licensing fees, and conducting field inspections to verify business locations and operations.

Prepares and processes legal notices for lien placements and liability claims for bankruptcies, which includes researching and verifying delinquent accounts, collecting evidence to prove ownership of businesses, tracking down residency of taxpayer, compiling general business activity and tax liabilities, and locating properties subject to liens for payment of delinquent taxes.

Works with stakeholders both internal and external to the city regarding tax payments, providing historical information, and assisting customers with taxes, taxation laws, and compliance procedures, which includes working with vendors, contractors, banks, auditors, citizens, and other government organizations.

Prepares reports and maintains case files detailing accounts paid, uncollectable accounts, liability claims for bankruptcies, and issuing distraint warrants for businesses in credit and legal jeopardy for seizure of assets.

Performs other related duties as assigned or requested.

Any one position may not include all duties listed above; however, the allocation of positions will be determined by the amount of time spent 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; considering 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 technical level tax account management experience, which includes processing payments, reconciling accounts, assisting taxpayers with questions, and enforcing tax ordinances and laws.

### Education & Experience Equivalency

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

### Licensure & Certification

Requires a 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**

- **FLSA Code:** N  
- **Management Level:** 10  
- **Established Date:** 09/16/1995  
- **Revised Date:** 12/31/2018  
- **Revised By:** John Hoffman  
- **Class History:** 12/31/2018 – Classification completely revised as part of the Tax Technician Study 2018. Formerly known as the Tax Revenue Agent I.