



Office of Human Resources
Tax Compliance Specialist - CV3161
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General Statement of Duties

Performs specialized technical level tax collection work regarding delinquent tax accounts, issues distraint warrants, coordinates the seizure of property, and auctions assets to pay tax liens.

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.

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Collects payments on delinquent tax accounts in jeopardy of becoming uncollectable, which includes the issuance of distraint warrants, conducts field investigations to collect on delinquent accounts, and coordinates the seizure of property and assets to auction personal property to pay tax liens.

Works with stakeholders both internal and external to the city to coordinate the processing of legal tax notices, which includes working with citizens, businesses, property owners, attorneys, the state, and city departments and agencies, and explaining tax ordinances and law.

Reviews tax collection accounts to determine best method of collecting on past due taxes, negotiates payment arrangements, and monitors accounts for default, which includes verifying taxes owed, calculating interest and penal-ties, processing payments, and preparing revised billing statements.

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.

Researches public records through state and city departments and agencies to verify and note liens on seized properties and ensures stakeholders have been notified of auction and sale of personal property.

Investigates businesses for compliance with licensure for collection of taxes and occupational tax registration, which include maintaining case files and reports on payments, debts, uncollectible accounts, and explains tax laws and municipal ordinances for compliance of tax obligations.

Issues distraint warrants for accounts in default, which includes publicly posting warrants, explaining tax codes and laws, coordinating the seizure of property and assets, preparing asset inventories, and securing properties through locksmith and changing locks.

Coordinates and oversees property and asset auctions, which includes recording sale of assets, certifying distribution of proceeds, resolving conflicts between stakeholders, working with auctioneers and landlords, monitoring expenses, and ensuring payment of locksmiths, auctioneers, and advertisers.

Prepares tax revenue reports and processes legal documents, which includes preparation of enforcement and collection reports, prepares treasury sales tax notices, calculates of penalties, interest and fees, processes lien placements, and prepares liability forms for bankruptcy claims.

By position, performs lead work over Tax Compliance Agents responsible for the collection of delinquent taxes, which includes training new employees, assisting with problem resolution, and contributes to the development of performance goals, performance documents, performance feedback, and provides information on performance evaluations.

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

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

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decisiveness - Makes well-informed, effective, and timely decisions, even when data is limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

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.

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

Knowledge & Skills

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

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

Education Requirement

Associate's Degree in Business Administration, Accounting, or a related field of study.

Experience Requirement

Three (3) years of technical level experience collecting delinquent taxes and enforcing compliance of tax ordinances and laws.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

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.

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.

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-621

FLSA Code: N

Established Date: 5/26/2019

Established By: JH

Revised Date:

Revised By:

Class History: