

REVENUE COLLECTIONS OFFICER

JOB DESCRIPTION

Classification Responsibilities: Works under general supervision to perform telephone collection, field collection, and clerical support work in the collection of delinquent accounts, fees, assessments, and various tax revenues owed the City. Investigates businesses for licensing compliance. This class performs related duties as required.

Distinguishing Features: An employee in this class performs collection work involving monitoring of delinquent taxpayers. Work primarily involves utilizing telephone collection procedures to obtain past due revenue for license fees special assessments, and incidental duties for collection of delinquent accounts (\$500+) and taxes. In addition, the Revenue Collections Officer insures new businesses meet City licensing requirements, and periodically checks existing businesses to verify compliance with the City's zoning and licensing requirements. The public contact component of the work is extremely sensitive as considerable care and diplomacy must be exercised to prevent tense, uncomfortable situations involving collection of City revenue. An employee in this class should be familiar with telephone collections techniques and have a general knowledge of City codes and ordinances dealing with the reporting and payment of sales tax, as well as licensing fees and special assessments. In addition, the incumbent must be familiar with terminology associated with accounting and general business practices in order to instruct taxpayers in the proper completion of forms. This class is expected to exercise initiative and independence in setting work priorities and completing assignments. The Revenue Collections Officer is distinguished from the Senior Revenue Collections Officer class by the latter's responsibility for handling more complex delinquent accounts and tax collection work including confrontational field collection work, computing tax liability, researching business financial records, making recommendations regarding sales tax payment agreements, and filing City Sales Tax Liens. Supervision is received from the Revenue Collections Supervisor, who evaluates work through conferences, meetings, and results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED, supplemented by college coursework in Accounting, Business Administration, or a related field. Considerable (3 - 5 years) progressively responsible experience in a business office environment involving heavy public contact and dealing with monies.

Special Requirements. Must possess a valid Arizona Driver's License by hire or promotion date. Use of personal vehicle to conduct City business.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Customer service and/or collections experience is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, and the City Attorney in order to collect revenues due to the City and ensure businesses are properly licensed. Instructs taxpayers on how to complete sales tax reports. Prepares monthly collection and field contact reports and various letters in order to collect taxes and/or complete the proper paperwork to become compliant with licensing requirements and provides information to facilitate compliance. Contacts taxpayers by phone to collect revenues due and ensure proper licensing.

Manual/Physical: Operates a personal computer, calculator, and computer terminal to pursue collection activities. Enters data or information into a personal computer or other keyboard device in order to pursue collection activities. Prepares monthly productivity reports. Operates a motor vehicle to visit City businesses for collection or license enforcement purposes.

Mental: Conducts skip-tracing techniques in order to file tax liens and ensure proper licensing. Performs mathematical calculations, statistical computations, financial and cost analysis, and related activities in order to collect delinquent taxes. Comprehends and makes inferences from privilege and excise tax code and state liquor statutes. Understands zoning maps and regulations pertaining to licensing and compliance.

Knowledge and Abilities:

Knowledge of:

general accounting principles and practices;
general business administration principles; and
general delinquent accounts/tax collection techniques and practices.

Ability to:

learn or become familiar with the City of Mesa's Privilege License Tax Ordinance and Transient Occupancy Tax Ordinance;
learn or become knowledgeable about the City of Mesa's business licensing and permits ordinances;
learn or become familiar with the City of Mesa's zoning codes applicable to peddling and related business activities;
learn to compute tax liability based on sales records and/or related financial information;
interact with business owners/managers, attorneys, etc., with tact and diplomacy to collect taxes and delinquent accounts owed without causing unnecessary hostility;
explain tax, licensing, and zoning ordinances/codes to citizens and business officials;
exercise initiative and independent judgment to make decisions based on facts, information available, and applicable codes/ordinances;
exercise initiative in establishing work priorities and completing assignments;
monitor delinquent sales tax returns received, and update the Sales Tax Delinquent Accounts Register to determine contact priorities;
contact new delinquent taxpayers by phone and provide instruction on completing necessary forms;
investigate rental accounts and contact landlord to verify they are licensed and reporting tax on rental income;

contact taxpayers who have been licensed by the State to obtain compliance with City of Mesa licensing requirements; and
conduct field visits on new and existing businesses in Mesa to determine if all necessary licenses have been obtained and appropriate fees paid.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 5/18

VL/js/aa

CS3906.DOC

EEO-Para

JOB FCTN-FIN

INCREMENTS 57-200

PAY RANGE: 42

IND-8810

SWORN-No