

SENIOR REVENUE COLLECTIONS OFFICER

JOB DESCRIPTION

Classification Responsibilities: The Senior Revenue Collections Officer is responsible for performing revenue collections and/or licensing enforcement. Employees in this class are responsible for performing field, written, and phone collections work to collect revenues due the City for delinquent accounts and/or taxes, license fees, delinquent utility debt, and other miscellaneous revenue. Employees in this class explain and interpret City ordinances, policies, procedures, and documents relevant to the assigned work unit. Specific responsibilities vary with assignment. Senior Revenue Collections Officers assigned to Licensing and Tax, Audit and Collections ensure new businesses meet City licensing requirements and also check existing businesses to verify compliance with the City's licensing requirements. Employees in this class work with business owners to bring non-compliant businesses into compliance. Considerable care and diplomacy is required in performing these duties. This class performs related duties as required.

Distinguishing Features: This class is distinguished from other classifications performing collections work by its responsibility for collecting delinquent taxes, license fees, outstanding utility bills, and other miscellaneous revenues. This class is expected to exercise initiative and independence in setting work priorities and completing assignments in an organized and efficient manner, which may require working some evenings and/or weekends. This class is supervised by the Revenue Collections Supervisor or Customer Service Supervisor through occasional 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. *Licensing/Tax Audit and Collections Assignment:* any combination of training, education, and/or experience equivalent to graduation from an accredited college or university with an Associate's Degree. Two years full-time experience involving accounts collection, license enforcement, or customer service in a tax or licensing related field, or any combination thereof; OR four years full-time experience involving accounts collection, license enforcement, or customer service in a tax or licensing related field, or any combination thereof OR for ***Licensing Assignment Only*** two years full-time licensing experience AND two years full-time experience involving face-to-face customer service in a government setting. ***Credit Services Assignment:*** any combination of training, education, and/or experience equivalent to graduation from an accredited college or university with an Associate's Degree. Two years full-time experience involving face-to-face or phone accounts collection, field collection, or any combination thereof; OR four years full-time experience involving face-to-face or phone accounts collection, field collection, or any combination thereof.

Special Requirements. Must possess a valid Arizona Driver's License by hire or promotion date. The Tax Collections assignment requires the use of a personal vehicle on City business. The License Enforcement/Credit Services assignment may require the use of a personal vehicle on City business. Both positions require valid liability insurance with minimum statutory coverage (by assignment).

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Bilingual (English/Spanish) skills are highly desirable.

ESSENTIAL FUNCTIONS

Licensing/Tax Audit and Collections Assignment

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 transaction privilege (sales) and use tax reports. Prepares monthly collection and field contact reports, and various letters in order to collect taxes City revenue and/or complete the proper paperwork to become compliant with licensing requirements and provides information to facilitate compliance. Contacts taxpayers, citizens, businesses and customers by phone and in person to collect revenues due and ensure proper licensing.

Manual/Physical: Operates a motor vehicle requiring a valid Arizona Driver's License to contact taxpayers. Operates a personal computer (PC), calculator, and computer terminal to pursue collection and/or licensing enforcement activities. Enters data or information into a PC or other keyboard device in order to pursue collection and/or licensing enforcement activities. Prepares monthly productivity reports.

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.

Credit Services Assignment

Communication: Communicates with the general public, other City employees, vendors, management, and the City Attorney in order to collect revenues due to the City. Contacts customers by phone and in-person to collect revenue due. Generates service orders to disconnect utility services for non-payment, assess or increase deposits to ensure utility accounts have adequate assurances. Maintains composure when dealing with difficult customers.

Manual/Physical: Operates a motor vehicle requiring a valid Arizona Driver's License to contact utility customers. Operates a PC, calculator, and computer terminal to pursue collection and/or licensing enforcement activities. Enters data or information into a PC or other keyboard device in order to pursue collection and/or customer service activities. Prepares monthly productivity reports. Meets scheduling, attendance, accuracy, and reliability requirements.

Mental: Performs mathematical calculations to determine the required deposit amount for commercial and residential utility accounts, makes acceptable payment arrangements for outstanding utility debt. Comprehends and explains the City of Mesa's utility credit cycle and policies.

Knowledge and Abilities:

Licensing/Tax Audit and Collections Assignment

Knowledge of:

City of Mesa's Privilege License Tax ordinance;
City of Mesa's Transient Occupancy Tax ordinance;
City of Mesa's delinquent accounts and/or tax collection and/or license enforcement policies, procedures, and practices;
City of Mesa's business licensing and permits ordinances;
skip trace techniques for locating delinquent accounts and/or taxpayers;
general accounting principles and practices;
general lien filing and/or release procedures;
City of Mesa's zoning codes applicable to peddling and related business activities; and
delinquent accounts and/or tax collection and/or license enforcement techniques and practices.

Ability to:

interact with business owners and/or managers, attorneys, etc., with tact and diplomacy to collect taxes and/or delinquent accounts owed without causing unnecessary hostility;
explain tax, licensing, and zoning ordinances and/or codes to citizens and business officials;
exercise initiative and independent judgment to make decisions based on facts and/or information available and applicable codes and/or ordinances;
exercise initiative in establishing work priorities and completing assignments;
make arrangements for relatively short-term installment type payments to eliminate debts to the City;
monitor tax payment records, delinquent account aging reports, and related delinquency reports to identify contact priorities based on dollar amounts due and length of time past due;
conduct field visits on new and existing businesses in Mesa to determine if all necessary licenses have been obtained and the appropriate fees paid;
conduct field visits on peddlers, special event vendors, and swap meet vendors to ensure that they are in compliance with applicable zoning and licensing regulations and/or ordinances;
recommend lien filing and/or release based on perceived likelihood of obtaining taxes and/or delinquent payments and past payment history;
compute tax liability based on sales records and/or related financial information; and
work independently without direct supervision.

Credit Services Assignment

Knowledge of:

skip trace techniques for locating delinquent accounts and/or responsible parties;
general accounting principles and practices;
general lien filing and/or release procedures;
City of Mesa's delinquent accounts policies, procedures, and practices; and
City of Mesa's rate schedules, which includes electric, gas, water, wastewater, solid waste, and irrigation.

Ability to:

exercise initiative and independent judgment to make decisions based on facts and/or information available and applicable codes and/or ordinances;
exercise initiative in establishing work priorities and completing assignments;
make arrangements for relatively short-term installment type payments to eliminate debts to the City;
resolve difficult public contact situations;
recommend lien filing and/or release based on perceived likelihood of obtaining delinquent payments and past payment history;
maintain confidentiality of records;
determine and calculate deposits for utility services;
research, analyze accounts, and be able to explain account status to customers;
handle multiple incoming telephone lines and walk-in customers;
work independently without direct supervision;
interpret and apply a variety of codes, ordinances, and policies and/or procedures in the course of work and review of assigned personnel; and
maintain a professional and courteous demeanor, utilizing excellent customer service and communication skills.

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.

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INCREMENTS 62-200

PAY GRADE: 44

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