

## LEAD REVENUE COLLECTIONS OFFICER

### JOB DESCRIPTION

**Classification Responsibilities:** The Lead Revenue Collections Officer is responsible for assisting the Revenue Collections Supervisor in a lead role over the Senior Revenue Collections Officer in the Tax Office. This class is also responsible for performing professional duties for collecting revenue for the City of Mesa which includes sales and use tax under the City's codes/ordinances. Duties include: working the more complex cases to collect revenue for the City of Mesa which may include Criminal, Civil, Bankruptcy, Successor Liability, and Personal Responsibility. In addition, the Lead Revenue Collections Officer will assist the Revenue Collections Supervisor with training new staff and case work approvals. The lead responsibilities for this class include: reviewing collectors request to close cases as they are submitted, giving guidance on how to resolve cases, quality assurance on work performed and reviewing reports for accuracy, training new staff, and providing input on staff performance appraisals. Performs other duties as required.

**Distinguishing Features:** This class performs all the duties of the Senior Revenue Collector, however, it is distinguished from this classification by assisting in supervisory responsibilities. The Lead Revenue Collections Officer is supervised by the Revenue Collections Supervisor, and 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/or experience equivalent to graduation from an accredited college or university with an Associate's Degree. Three (3) years full-time experience involving accounts collection, license enforcement, or customer service in a tax or licensing related field, or any combination thereof; OR five (5) years full-time experience involving direct collection, sales tax, and/or general licensing work will be considered qualifying.

**Special Requirements.** Must possess a valid Arizona Driver's License by hire date or promotion date. The Lead Revenue Collections Officer assignment requires the use of a personal vehicle on City business. This position requires valid liability insurance with minimum statutory coverage (by assignment).

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** A minimum of (2) two years with the City of Mesa as a Senior Revenue Collector is preferred. Proficiency in the use of personal computers (PCs), including Windows based software, such as Word and Excel, is highly desirable.

### ESSENTIAL FUNCTIONS

**Communication:** Communicates with the public, other City employees, Management, City Attorney and City Prosecutor office in order to collect revenues due to the City. Instructs taxpayers on how to complete sales tax reports. Trains collections staff regarding procedures and new cases.

Prepares monthly collection and field contact reports, and various letters in order to collect taxes and/or complete the proper paperwork to collect revenue for the City. Contacts taxpayers by phone and in person to collect revenues due to the City. The ability to maintain calm and tactful when dealing with difficult taxpayers.

**Manual/Physical:** Reviews the work products of others to ensure compliance with standard operating procedures and tax laws. Monitors and evaluates financial records, real estate records, building permits, and other records or taxpayer case files to determine compliance with tax laws. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to taxpayers' locations to collect revenue for the City. Operates a personal computer (PC), calculators, copiers and printers to pursue collection of revenue. Enters data and/or information into a PC or other keyboard device in order to pursue collection of revenue. Prepares monthly productivity reports.

**Mental:** Plans, organizes, and directs the activities of Senior Revenue Collection Officers. Conducts skip tracing techniques in order to file tax liens and locate taxpayers. 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 code and state liquor statutes. Understands zoning maps and regulations pertaining to tax collections.

**Knowledge and Abilities:**

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 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 to collect revenue;

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.

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 57-200

PAY GRADE: 46

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