

Position Code: 3310	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to collect delinquent personal property and real estate fees and taxes. The class is responsible for researching account information, preparing and serving documents, assisting taxpayers with inquiries, and collecting monies for delinquent accounts. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Researches and reviews available information such as credit reports and court records to determine collection procedures. • Prepares and serves various documents such as warrants, rent liens, and distresses. • Interacts with taxpayers by phone, correspondence, or field visits in order to collect delinquent accounts. • Responds and assists taxpayers with inquiries, concerns, or other information such as fee arrangements. • Collects monies for delinquent personal property and real estate accounts. • Prepares and processes related mail and account payments. • Performs related tasks as necessary such as preparing various reports. • Performs other related duties as assigned. 	

CLASS REQUIREMENTS	
Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads technical instructions, procedures manuals, and charts to solve practical problems; composes routine and specialized reports, forms, and business letters; speaks compound sentences using normal grammar and word form.
Mental Requirements	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered.
Decisions/Supervisory Control	Guides others, making frequent decisions, affecting the individual, coworkers, and others who depend on the service or product.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in accounting or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license with a driving record that is in compliance with the City's Driving Standards.

City of Chesapeake

Class Title: Collection Agent I

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.