

<b>Job Class Code: 3310</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Basis: Salary (Annual)</b>	<b>EEO Category: 3</b>

**GENERAL DESCRIPTION OF JOB CLASSIFICATION**

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

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

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

<b>EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS</b>	
<b>Vocational/Educational Requirement</b>	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.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Depending on departmental operational requirements, may require a valid driver's license with a driving record that is in compliance with the City's Driving Standards.
<b>Special Requirements</b>	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

**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.*

Revised 11/16/2020