

Position Code: 3320	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to supervise the collection of delinquent personal property and real estate fees and taxes. The class is responsible for researching account information, assigning collection activities, supervising subordinate staff, and assisting taxpayers with inquiries. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Researches and reviews available information such as credit reports and court records to determine collection procedures.
- Coordinates work assignments of subordinates in order to initiate collection process.
- Supervises subordinate staff to ensure compliance with collection policies and procedures.
- Provides personnel direction and resolves related issues.
- Responds and assists taxpayers with inquiries, concerns, or other information.
- Prepares various documents including taxpayer correspondence.
- Performs related tasks as necessary such as preparing various reports.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems and coordination of entry level managerial work.
Decisions/Supervisory Control	Directs actions of others, making decisions almost constantly affecting subordinates, customers, and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires a bachelor's degree or any equivalent combination of education and experience in accounting or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of four 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.

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.

City of Chesapeake

Class Title: Collection Agent II

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.