

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

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.

TYPICAL TASKS

- 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.
- May supervise subordinate staff to ensure compliance with collection policies and procedures.
- 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 three years of related, full-time equivalent experience.
Special Certifications and Licenses	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.
Special Requirements	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 05/01/22