

JOB TITLE: Tax Collection Specialist

TAX/11

DEPARTMENT: Tax, Rutherford County

JOB SUMMARY: This position is responsible for performing clerical and customer service work associated with the collection of taxes.

MAJOR DUTIES:

- o Researches titles and associated documentation to initiate foreclosures; prepares foreclosure documents and partial payment schedules; initiates administrative process for the collection of motor vehicle taxes and other taxes.
- o Collects property tax and solid waste fees over the counter and through the mail; provides receipts; records payments and enters appropriate data into the computer; processes prepayments, charge-offs, and discoveries; balances the cash drawer.
- o Determines persons with overdue taxes; mails notices to taxpayers' employers; researches records to locate taxpayers' current employers; maintains files of garnishments and attachments.
- o Assists taxpayers with inquiries regarding tax payments; responds to questions via telephone and in person; refers taxpayers to appropriate officials; calculates payment plans for delinquent taxpayers; assists attorneys, mortgage holders and others in determining back or current taxes due.
- o Collects, opens, sorts, and distributes mail.
- o Types a variety correspondence, reports, manuals, and other materials; prepares photocopies of materials as necessary.
- o Issues mobile home moving permits.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of title search procedures and the ability to make searches using deed references, legal descriptions, maps, and other complex records.
- o Knowledge of the investigative techniques used in the collection of delinquent taxes.
- o Knowledge of the North Carolina Machinery Act and other laws affecting the collection of real and personal taxes.

- o Knowledge of modern office practices and procedures.
- o Knowledge of the principles and practices of bookkeeping.
- o Skill in operating a computer, calculator, copier, and facsimile machine.
- o Skill in the accurate computation of figures.
- o Skill in the preparation of records and reports.
- o Skill in organizing and prioritizing work.
- o Skill in dealing effectively with the public.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Tax Administrator assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and that nature and propriety of the final results.

GUIDELINES: Guidelines include relevant state and federal laws and regulations, and county ordinances, policies, and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related administrative and customer service duties. Frequent contact with irate taxpayers and constant interruptions contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to collect delinquent tax payments. Successful performance helps ensure the effective operation of the department and impacts the county's revenue base.

PERSONAL CONTACTS: Contacts are typically with co-workers, personnel in other county departments, law enforcement officers, realtors, lawyers, and the general public.

PURPOSE OF CONTACT: Contacts are typically to give or exchange information, resolve problems, provide services, and negotiate or settle matters.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk. The employee must operate machinery requiring manual dexterity and be able to distinguish between shades of color.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.