

Washington County

Tax Enforcement Technician

Job Description

Exempt: No
Department: Tax Collector
Reports To: Tax Enforcement Manager
Location: County Offices
Date Prepared: August 02, 2012
Date Reviewed: July 2014

GENERAL DESCRIPTION OF POSITION

Specialize in tax collection of delinquent businesses, delinquent personal property, state certified property, bankruptcy, forced assessments, probates, utilities, mobile homes, mortgage companies, process all online tax payments and escrow accounts. Handle foreclosure information, growth memos, Arkansas State Highway & Transportation Department documents, answer main phone line during lunch breaks every day and research all returned mail.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinate delinquent collections, probates, foreclosures, utilities, mortgage companies, growth memos, state certified property, escrow payments, process all online tax payments and bankruptcies. This duty is performed about 10% of the time.
2. Record and file all bankruptcies and data entry. This duty is performed about 17% of the time.
3. Work with County Attorney. This duty is performed about 3% of the time.
4. Pay utility and mortgage company payments. This duty is performed about 5% of the time.
5. Contact and collect delinquent business tax. This duty is performed about 35% of the time.
6. Collect delinquent mobile homes tax and notify state certified property landowners. This duty is performed about 10% of the time.
7. Answer phone, answer main phone line during lunch breaks every day. This duty is performed about 5% of the time.
8. Able to react to change productively and handle other essential tasks as assigned. This duty is performed about 5% of the time.
9. Mail and track returned mail for tax statements. This duty is performed about 5% of the time.
10. Fill in for any Tax Enforcement Agent when needed during absences. This duty is performed about 5% of the time.
11. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty

mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training. Or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Intermediate: 10-Key, Alphanumeric Data Entry, Spreadsheet
Basic: Accounting, Contact Management, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

SUPERVISORY RESPONSIBILITIES

No supervision.

Supervises the following departments: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as

required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Somewhat disagreeable working conditions. Continuously exposed to one or two elements such as noise, intermittent standing, walking; and occasional pushing, carrying, or lifting.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit; frequently required to use hands to finger, handle, or feel, talk or hear; and occasionally required to stand, walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; and ability to adjust focus.

ADDITIONAL INFORMATION

Important decisions and recommendations: Which businesses owes the most delinquent personal tax and which to collect from first; Who is in bankruptcy and not able to collect delinquent personal taxes; Who is exempt from certification of real estate tax due to bankruptcy; How to find delinquent taxpayers through the Internet, Assessor's office, and contact with other counties; and Finding owners of business and collecting delinquent taxes. Maintain confidentiality with bankruptcy, probate, SS numbers, vital records from the Department of Health and Human Services, delinquent real estate and delinquent personal property addresses and credit reports. Knowledge in Arkansas laws that govern bankruptcy and collection of delinquent property, probates, foreclosures, utilities and mortgage companies.