

# County of Henrico Job Classification

## Treasury Collections Officer III (TCO III)



### General Summary of Classification:

Assigned to the Treasury Division of the Department of Finance to collect delinquent taxes and other miscellaneous debt for the County; provides customer service to citizens; resolves routine and complex inquiries and delinquent account collections for taxes, adjustments, and various other payment types as needed; and performs other duties as assigned.

### Examples of Primary Tasks, Duties and Responsibilities (TDR):

- This third level of an approved career development plan (CDP) proficiently performs all the job duties of TCO I's & II's, plus:
- Executes mass processes for collection processing and placing holds, retrieves and processes the settlement of monthly invoices, retrieves, reconciles, and processes the settlement of outside collection agency reports and payments.
- Prepares accurate detailed account and collections documentation, reports, and spreadsheets to assist management and taxpayers with tax processes.
- Reviews processes and makes recommendations regarding complex accounts and collections to Division leadership.
- Recommends workflow improvements and efficiencies.
- Assists supervisors with staff training on assessment & collection processes, responses to peer requests on complex accounts issues, and unique responses to internal and external customers through all appropriate communication channels.
- Assists the supervisor in responding to staff requests for information on or assistance with complex accounts and respond to internal and external customers through all communication channels.
- Cross trains with Real Estate and/or Revenue teams on REAP, proration adjustments, and PPTRA changes, to understand and support their workflow and daily processes and to assist as assigned.
- Demonstrates sound proficiency in the understanding, application, and communication of bankruptcy laws, Set Off Debt Collection and laws pertaining to the collection of delinquent accounts including the Fair Debt Collection Practices Act.
- Demonstrates a thorough understanding and proficiency in the application and communication of the State and County tax codes and independently locates the necessary information within the code to resolve or propose solutions to peers.
- Executes mass VEC processes for collection purposes and VRW processes for placing vehicle holds.
- Researches & prepare tax cases for court in cooperation with attorneys and appears as agent for the County in court cases.
- Performs other duties as assigned.

## **Knowledge, Skills, and Abilities (KSA) Typically Required:**

- **Occupation-specific:** Proficient working knowledge of accounting principles and practices; proficient working knowledge of the State and County tax codes: selection, interpretation and appropriate application; proficient working knowledge of the functions and operations of delinquent accounts and collections in a treasury environment.
- **Technical:** Advanced computer skills with the demonstrated ability to proficiently use typical business software, proprietary systems and applications to complete assigned tasks and provide assistance to others as needed; strong organizational and documentation skills for accurately preparing and maintaining thorough detailed records and reports.
- **Communication, Customer Service and Interpersonal:** Excellent written and oral skills with the ability to communicate clearly and accurately, both verbally and in writing, with the County's diverse citizen populations using non-technical language to provide excellent customer service and accurately explain routine and complex account related and collection information.
- **Decision-making, and Authority:** Consistently accurate understanding of complex instructions, policies and data, including relevant local, state and including federal regulations; accurately interprets and applies policies and regulations and assists others as needed; makes sound decisions independently; consistently demonstrates the ability to plan and execute own work effectively; routinely completes assigned tasks accurately and in a timely manner within established deadlines; ability to assist with or plan, organize, and conduct meetings or training sessions.
- **Leadership:** Non-supervisory. Ability to work independently with minimal supervision and as part of a team.
- **Environment:** Works in an office setting; may work in various locations based on assigned duties, such as cross training.
- **Physical:** Visual and hearing acuity sufficient to interact accurately with a diverse audience of citizens. Physical ability sufficient to perform assigned duties in an office environment and at various other duty-related locations as needed.

## **Minimum Education and Experience:**

- **Education:** High school diploma with relevant coursework completed at the high school or college level preferred;
- **Experience:** Six (6) years of relevant work experience including two (2) years at Treasury Collections Officer level II;
- **OR:** Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

## **Other Requirements (License, Certifications, Training, etc.):**

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

- Refer to current approved CDP for any additional education, license, certifications or other level specific requirements.

Job Code: G.B.A.0023

Date of Last Revision: 25-Feb-2025

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.