

County of Henrico Job Classification

Treasury Collections Officer IV (TCO IV)



General Summary of Classification:

Assigned to the Treasury Division of the Department of Finance to research and resolve all types of delinquent accounts, complex accounts, and works closely with the public to resolve difficult, unusual, and sensitive accounts and customers; serves a lead worker and assumes temporary supervisory role during absences; and performs other duties as assigned.

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

- This fourth level of an approved career development plan (CDP) proficiently performs all job duties of TCO's I-III, plus:
- Serves as Lead worker and back-up to supervisor, trains new staff on collection and debt resolution processes, plans and coordinates work schedules for section staff, and assist with various duties and/or special tasks as assigned.
- Trains new staff on processes, requirements, and enforcing laws for payments of delinquent taxes, DSO, DMV registration holds, dog licenses, parking tickets, bankruptcy, taxpayer location systems, payment methods, and fees.
- Researches highly technical questions and account concerns and resolves complex and unusual accounts by accurately recommending appropriate adjustments, transfers, refunds, and exonerations, researches.
- Analyzes and evaluates data, prepares detailed reports and supporting documentation, and makes presentations.
- Communicates with County and State agencies, mortgage companies, financial managers, collection agencies, title searchers, attorneys, and the public regarding complex accounts through all appropriate communication channels.
- Meets with Department & County leaders to review processes & recommend workflow efficiencies and improvements.
- Demonstrates advanced proficiency in understanding, communicating, and locating required information within bankruptcy laws, Set Off Debt Collection, the Fair Debt Collection Practices Act, and delinquent account collection laws.
- Prepares accurate detailed quarterly and annual reports on the results of the VRW, results of outside collection agency reports and payments, or other periodic and special accounting reports for management.
- Analyzes the delinquent accounts for real estate and personal property and research and recommend further collection action to reduce the delinquency rate.
- Performs other duties as assigned.

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

- **Occupation-specific:** Advanced working knowledge of accounting principles and practices; advanced working knowledge of the State and County tax codes: selection,

interpretation and appropriate application; thorough working knowledge of the functions and operations of delinquent accounts and collections in a treasury environment.

- **Technical:** Excellent computer skills with the demonstrated ability to proficiently use typical business software, proprietary systems and applications to complete assigned tasks; demonstrated ability to train and provide assistance to others division staff; 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:** Ability to understand and follow complex instructions, policies and data, including federal regulations; makes sound decisions independently appropriately involving supervisor as needed; excellent organization skills with the demonstrated ability to plan and execute assigned work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to plan, organize, and conduct meetings or training sessions.
- **Leadership:** Non-supervisory. However, in the absence of a supervisor, may assume the supervisor's duties.
- **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:** Eight (8) years of relevant work experience including two (2) years at Treasury Collections Officer level III;
- **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.0025

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.