



CLASS SPECIFICATION FOR:

Treasury Collections Officer I

General Statement of Duties:

Assigned to the Treasury Division of the Department of Finance to collect delinquent taxes and other miscellaneous debt collections for the County; provides daily front line customer service to citizens; resolves inquiries regarding delinquent accounts for taxes, adjustments, and various other payment types as needed; and performs related work as assigned.

Distinguishing Features of Class:

This is the first level in a career series. Primary duties include providing front line customer service for routine financial transactions, researching and collecting delinquent County debt, and managing a wide variety of financial records for the Treasury Division, or on a County-wide basis as assigned. Additional responsibilities include maintaining accurate and detailed account and payment records for collection of delinquent taxes and other debt; making adjustments and recommending adjustments on taxpayer's accounts; following office security measures; following legal policies and procedures and adhering to best practices for collection of delinquent tax; routine account reconciliations; handling returned check collections for the Treasury Division and other County agencies; monitoring bankruptcy claims and applying the appropriate collections statuses on tax accounts; providing telephone customer service through the ACD line; may serve as the County's coordinator of the Virginia Debt Set-Off (DSO) Collection program as assigned. Resolves routine questions and issues independently. Appropriately refers unusual and complex inquiries and issues to supervisor or higher-level Treasury Collections Officer (TCO). Work is performed under general supervision from assigned supervisor or other higher-level TCO.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Communicates effectively with the public in person and over the phone, accurately review and explains account and payment documents, analyzes account transactions, assists with the billing process and resolves problems in a high-volume environment;
- Accurately analyzes and calculates bills, penalties, interest, proration, personal property tax relief (PPTRA), billing and payment history;
- Analyzes and communicates with taxpayers regarding their account status on the Debt Set Off (DSO) and Department of Motor Vehicles (DMV) systems;
- Pre-audits various documents, including billing and other account related documents, determines whether the information contained is accurate, follows-up with supervisor on how to appropriately correct inaccurate information;
- Researches payments using online systems provided by third party contractors and the County's cashing and financial systems;
- Calculates and approves the exoneration of penalty and interest up the approved threshold;
- Communicates clearly and accurately the requirements and options for compliance with the laws concerning enforcement of payment of delinquent taxes;
- Responds accurately to correspondence regarding routine problems and questions related to tax liability;
- Maintains accurate detailed records of and handles collection efforts on returned checks for Finance and other agencies, submits returned checks to the collection agency and processes the payments and receipts to and from the collection agency;
- Maintains accurate detailed records of personal property accounts submitted to the collection agency and processes the payments and receipts to and from the collection agency;
- Serves as a member of the call taking team, appropriately reviews accounts and responds to callers' inquiries, includes appropriately responding to the general taxpayer email inquiries;
- Releases DMV registration holds after verifying payment either in person or through the online dashboards;
- Collects parking tickets fines issued by the Division of Police and issues summonses on unpaid tickets
- Creates special lien invoices in the financial system for Community Revitalization and issue delinquent invoices;
- Creates special lien invoices in the tax billing system serving as real estate tax liens;
- Provides delinquent real estate inventory data to requestors such as mortgage companies, title searchers and attorneys;
- Identifies the taxpayer's concerns, assists them in resolving the concerns and accurately and appropriately redirects them to the proper Division with the information necessary to resolve their issue;
- May serve as a Treasury Division coordinator for the Commonwealth of Virginia's Set Off Debt Collection (DSO) system, sends letters upon receiving a match, assists customers contesting the amounts, researches contested issues and amounts, identifies and presents options, works with customers to resolve outstanding accounts, finalizes accounts, receives and processes funds;
- Serves as a Treasury Division coordinator as assigned, assists taxpayers who have bankruptcy filings and outstanding accounts, identifies and presents options and requirements of outstanding debt, prepares supporting documentation for bankruptcy claims for the County Attorney's Office;
- Reviews personal property and real estate bills for errors and corrections before printing, identifies errors and refers for correction;
- Assists other Treasury Collections Officers as needed;
- Develops and maintains a sound working knowledge of the Finance Department and Treasury Division's systems and processes, and the



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- County's policies and procedures related to the Treasury Division's operations;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Good working knowledge of basic accounting principles and practices; good knowledge of debt collections terminology, procedures, routines and general office equipment; sound knowledge of debt collections manuals and procedures, and Virginia and County laws pertaining to the collection of delinquent taxes; good knowledge of modern debt collection principles and methods for personal property, real estate and other payments received by the County; some knowledge of County codes, compliance of laws pertaining to taxes, dog licenses, parking tickets, debt collections, lien processes, bankruptcy and internal audit compliance and control; ability to accurately review and reconcile accounts, explain billing and penalty processes to diverse audiences, calculate penalty and interest, and complete accurate reconciliations; accurate recordkeeping skills with the ability prepare and manage related financial records, transactions and reports in accordance with County policies and procedures; ability to perform mathematical calculations quickly and accurately; sound working knowledge of reconciliation processes; ability to create various types of documents using various systems and software; ability to accurately maintain the fiscal records and prepare management reports; basic working knowledge of tax rates, billing and cashing systems, pro-ration and PPTRA; ability to understand and follow complex instructions, policies and data, including federal regulations; 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; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes; ability to read, and consistently comprehend, interpret, apply and accurately communicate policies and information to diverse populations, including the ability to adjust communication styles to communicate effectively; 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; good research and written communication skills with the ability to accurately convey research results and other data; basic political astuteness; sound critical thinking and problem solving skills with the ability to appropriately research accounts and resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; sound judgement with demonstrated ability to accurately and thoroughly research issues, identify appropriate solutions, and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computer and typical business software, proprietary software, applications and systems to complete assigned tasks; visual and hearing acuity sufficient to enable effective interactions and accurate data collection; excellent written and verbal communication skills with the ability to interact professionally with diverse populations and staff and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate financial and technical information, which may include relevant complex information, clearly and accurately to diverse populations and staff; excellent interpersonal skills with the ability to compassionately discuss delinquent accounts, options and the consequences of not paying owed debt with customers; ability to establish and maintain good working relationships to work effectively with other agencies, attorneys and third party collections services and provide the necessary accurate documentation for bankruptcy and collections; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department and County staff, citizens, and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships; excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all stakeholders and staff with varying levels of understanding and needs in order to appropriately address requests, needs and issues; tact and courtesy. Must be able to positively and appropriately represent the County with customers and other stakeholders. May require the ability to work a flexible schedule during heavy workloads.

Minimum Education and Experience:

- Education: Graduation from high school with relevant coursework completed at the high school or college level;
- Experience: Two (2) years of relevant work experience in customer service, cash operations, or accounting support;
- OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Requires successful completion of the Treasurer's Association of Virginia class Delinquent Collections within four (4) years of employment.
- Requires the successful completion of the Treasurer's Association of Virginia class Introduction to Government Accounting, if the employee is new to local government accounting, within four (4) years of employment.
- May require a valid driver's license to perform assigned duties at both government center locations as assigned.