

Delinquent Accounts Technician

Dept: Tax

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate administrative support work collecting and reporting delinquent tax accounts, assisting with customer service, and related work as apparent or assigned. Work is performed under the limited supervision of the Assistant Tax Collector.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Processes garnishments on wages and bank accounts to collect delinquent taxes.
- Researches to prepare for garnishments. Posts escrow accounts.
- Assists with customer service and inquiries; serves as back-up cashier.
- Balances payment records with monies collected.
- Maintains reports of enforced collections procedures.
- Posts credit card payments.
- Initiates collection efforts in the ongoing task to increase collection percentages and equal taxation.
- Assists with removing Department of Motor Vehicles (DMV) blocks.
- Maintains various records, files and reports.
- Balances payment records with money collected.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Some knowledge of collections procedures, rules, regulations and controls; some knowledge of standard office methods, techniques and procedures, business English, spelling and arithmetic; thorough skill operating data entry equipment; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to operate standard computer equipment, programs and office machines; ability to make decisions relating to assigned operations in conformance with applicable laws and policies; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED and one to three years experience working in collections, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires standing and sitting and occasionally requires walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

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Special Requirements

None.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date