



Title: Tax Collections Specialist

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to bill and collect taxes, occupational licenses issue special event permits. This is accomplished by importing tax data; preparing tax roll; printing and mailing invoices; collecting payments; posting payments; establishing contact with customers; preparing legal advertisements; processing deeds, redemptions, and correspondence; licensing businesses according to laws; mailing renewal applications; reviewing applications; preparing receipts and reports; maintaining records on customers; issuing permits per ordinance; obtaining permit applications; preparing documents; and obtaining approval for permits from officials. Other duties include handling confidential information; monitoring and ordering office supplies; verifying funds and collections; posting collections; making deposits; attending seminars; and assisting co-workers as needed.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Bills and collects taxes and licenses by receiving and importing tax data; compiling reports to balance tax roll; adding fees; processing bank requests to flag accounts; processing bills; collecting and posting payments; monitoring accounts; mailing notices; maintaining current contact information; preparing legal advertisements; filing deeds, redemptions, and correspondence; processing change orders and refunds; verifying paid taxes and sending receipts; preparing reports for officials when requested; licensing businesses according to laws; opening new business accounts; making sure requirements are met with documentation; collecting permit fees; maintaining existing business accounts; reviewing applications; terminating accounts of closed businesses; monitoring and contacting businesses without proper permits; working with officials for permit approval; and maintaining all records and confidential information.	45%
2	S	Issues Special Event permits by aiding customers through permit application and approval; following ordinance; sending permit	25%



		application and documents to police and city officials for final approval; and making copies of final documents, sending out copies as needed and keeping them properly filed.	
3	S	Processes any collections and funds received by verifying received monies; reviewing and preparing reports and receipts; posting collections; sending copies of receipts to departments; maintaining spreadsheets; retrieving all money in the cash drawer; creating reports and sending them to appropriate officials; keeping original reports on file; and processing any other funds as received.	15%
4	S	Performs all other duties including customer service and office maintenance by preparing information for auditors; updating tax and license forms; maintaining office filing; submitting requisitions for office supplies, annual membership dues, and any other fees to Purchasing Technician; preparing and submitting time sheets and business reports; handling customers at service window; attending various seminars; and performing other functions as assigned.	15%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to high school diploma or equivalency.
Experience	Over one year up to and including three years.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	This job title has no budgetary/fiscal responsibility
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid operator's license



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	communicating with co-workers, observing work duties
Sitting	C	desk work, meetings
Walking	F	to other departments/offices/office equipment
Lifting	O	equipment, files, supplies
Carrying	O	equipment, files, supplies
Pushing/Pulling	O	equipment, file drawers, tables and chairs
Reaching	F	for files, for supplies
Handling	C	monies, paperwork
Fine Dexterity	C	calculator, computer screen, telephone pad
Kneeling	O	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	under equipment
Bending	O	filing in lower drawers, retrieving items from lower shelves/ground
Twisting	C	from computer to telephone
Climbing	R	step stool
Balancing	R	on step stool
Vision	C	computer screen, reading
Hearing	C	communicating with co-workers and public and on telephone
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, type writer, credit card reader, postage machine burster, counterfeit bill detector, calculator, vehicle, and copy machine. Personal Computer, printer/scanner/copier, Microsoft Office Programs and Adobe Acrobat.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			



(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

_____	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.