



CLASS SPECIFICATION FOR:

Treasury Collections Officer II

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 routine and moderately complex 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 second level in a career series. Primary duties include front line customer service for routine and moderately complex financial transactions, independently 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 records for collection of delinquent tax 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; serve as the County's coordinator of the Virginia Set-Off Debt Collection program as assigned; handling returned check collections; monitoring bankruptcy claims and applying the appropriate collections statuses on tax accounts; providing telephone customer service through the ACD line. Routinely resolves routine and moderately complex 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*):

Proficiently performs the duties assigned to TCO I plus:

- Communicates effectively with the public (walk-ins, callers and by values correspondence cannel) regarding routine and moderately complex tax liabilities and delinquencies, accurately reviews and explains account and payment documents, analyzes account transactions, assists with the billing process and resolves problems and delinquencies in a high-volume environment; and accurately and appropriately redirects them to the proper Division with the information necessary to resolve their issue;
- Researches and analyzes routine and moderately complex delinquent accounts, identifies options for resolving delinquency, communicates resolution options clearly and accurately to the customer and works closely with the customer to resolve the delinquency;
- Accurately analyzes and calculates complex delinquent accounts' bills, penalties, interest, proration, personal property tax relief (PPTRA), billing and payment history;
- Accurately calculates and approves the exoneration of penalty and interest up the approved threshold;
- Researches and analyzes unresolved delinquent tax accounts, identifies and implements the most appropriate means of collection, initiates collection actions, maintains accurate collection records, and follows-up until delinquency is resolved;
- Communicates clearly and accurately the requirements and options for compliance with the laws concerning enforcement of payment of delinquent taxes, Debt Set Off (DSO), DMV registration holds, bankruptcy, and dog licenses;
- Researches and analyzes moderately complex delinquent accounts, recommend appropriate adjustments, transfers, refunds and exonerations for personal property, real estate, business licenses and meals taxes, and implements approved resolutions;
- Pre-audits various types of documents, including billing and other types of account related documents, determines if the account information is accurate, researches accounts to determine correct information, and follows-up with supervisor on how to appropriately correct inaccurate information;
- Creates special lien invoices in the appropriate system, issue delinquent invoices and established liens in the system;
- Maintains records of and handles collection efforts for returned checks and delinquent personal property account, submits returned checks 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 as assigned;
- Analyzes and communicates with taxpayers regarding their account status on the Debt Set Off (DSO) and Department of Motor Vehicles (DMV) systems, including releasing 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
- Serves as a Treasury Division coordinator for the Commonwealth of Virginia's Set Off Debt Collection (DSO) system as assigned, 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;
- Assists other Treasury Collections Officers as needed;
- Maintains a sound working knowledge of the Finance Department and Treasury Division's systems and collections and payments processes, and the County's policies and procedures related to the Treasury Division's operations;



CLASS SPECIFICATION FOR:

Treasury Collections Officer II

- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Sound working knowledge of accounting principles and practices; sound working knowledge of debt collections terminology, procedures, routines and general office equipment; sound working knowledge of debt collections manuals and procedures, federal, state and County laws pertaining to the collection of delinquent taxes; sound working knowledge of modern debt collections practices and methods for personal property, real estate, and other taxes and assessments owed to the County; sound working 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; demonstrated consistent accuracy in account reviews, reconciliations penalty and interest calculations; accurate recordkeeping skills with the ability prepare and manage various types of financial records, transactions and reports in accordance with County policies and procedures; ability to perform mathematical calculations and reconciliations quickly and accurately; ability to clearly and concisely explain billing and penalty processes to diverse audiences; ability to create billings, financial documents and reports; sound working knowledge of tax rates, pro-ration, PPTRA, DSO, DMV, VRW, bankruptcy and tax sale processes with the demonstrated ability to clearly and accurately communicate them clearly and concisely to diverse audiences; 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; sound 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: Four (4) years of relevant work experience in customer service, cash operations, or accounting support, including two (2) years at Treasury Collections Officer level I;

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.