

DEPUTY COLLECTOR

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Tax**REPORTS TO:** Fiscal Support Supervisor**CLASS SUMMARY**

Collects outstanding and current County taxes using a variety of collection methods. Work includes preparing all necessary paperwork associated with the method of collection.

DISTINGUISHING CHARACTERISTICS

The Deputy Collector is a stand-alone classification that is distinguished from other fiscal support classes in that it is responsible for making personal visits in order to collect taxes.

TYPICAL CLASS ESSENTIAL DUTIES

- Contacts taxpayers by telephone, letters, and legal notices to collect taxes.
- Prepares payment arrangement schedules with taxpayers and local business people to include educating those individuals on how their taxes were calculated, applicable tax laws, and how to avoid penalties and late charges.
- Prepares information packets for delinquent taxpayers to establish a collection remedy in line with taxpayer needs and legal requirements.
- Addresses inquiries and calls for assistance from taxpayers, business people, attorneys, and the public who either telephone or visit the department in person to include referring individuals to the appropriate department.
- Researches and obtains information on taxpayer property for various County departments and officials.
- Prepares and delivers levies for the County departments.
- Places a levy on personal property of those who fail to pay taxes to include overseeing the collection and storage of money and other valuables.
- Makes personal visits to County taxpayer homes and businesses to attempt collection of taxes to include researching individual circumstances.
- Consults with individuals in the media to advertise the sale of levied property to include publishing such information at the County court house as public record and obtaining new titles for seized vehicles.
- Assists with the holding of auctions to sell levied vehicles and other items to include contracting the services of a professional auctioneer.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Applicable federal, state, and local statutes;
- Accounting principles;
- General business practices;
- Financial principles;
- Property tax administration concepts;
- Collection procedures;
- Auditing principles;
- Business law;
- Residential property in the county.

DEPUTY COLLECTOR

Skill in:

- Using a computer and applicable software;
- Using basic office equipment;
- Interpreting and applying the applicable statutes in resolving problems;
- Preparing appropriate legal documents;
- Dealing with confrontational individuals;
- Providing customer service;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma and two years experience related to the collections field; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

- Valid North Carolina Driver's License;
- To maintain position, incumbent must pass "Fundamentals of Property Tax Collections" and "Fundamentals of Listing and Assessing."

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires standing, walking, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

May be subjected to travel.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E10/99