

## **JOB DESCRIPTION**

**JOB TITLE:** ACCOUNT / COLLECTION SPECIALIST

**DEPARTMENT:** Treasurer

This is a skilled position in the Treasurer's Department.

**PRIMARY FUNCTION:**

To perform responsible administrative/clerical duties in the management of accounts receivable collections for the town. Assists the Treasurer in all collection activities and other functions as assigned by the Treasurer.

**JOB DUTIES AND RESPONSIBILITIES:** This job description lists only the usual major job duties normally assigned to the employee, but does not restrict the performance of other duties as assigned.

1. Responsible for generating appropriate financial reports to determine accounts that are delinquent.
2. Responsible for generating and mailing delinquent tax notices, prior to proceeding with other collection tools.
3. Plans, organizes, and maintains schedule of collective actions taken for each account in accordance with federal, state, and local law governing said collections.
4. Responsible for utilizing the broad range of collection tools available, including but not limited to notices, telephone communications, advertising, distress, liens, setoff debt collections, withholding of motor vehicle registrations and local decals, administrative summons.
5. Maintain bankruptcy notices and required filings in accordance with state statute.
6. Maintain the Virginia Department of Transportation Street Maintenance Accounting.
7. Maintain the write-off of delinquent debt pursuant to state statute.
8. Responsible for the timely completion of all tax exonerations and abatements and forwarding any refunds due to the data processing department for processing.
9. Responsible for maintaining documents supporting all collection activity.
10. Must efficiently operate IBM iSeries Computer System, Department of Taxation External Web Applications (IRMS), Virginia Department of Motor Vehicles External Web Application (VRW), Virginia Employment Commission External User Website
11. Communicate regularly with customers, taxpayers, banks, employers and others.
12. Performs duties of the water/tax clerk, cashier, secretary, and data processing as needed.
13. Performs other duties as assigned by the treasurer.

## ACCOUNT / COLLECTION SPECIALIST

### JOB DESCRIPTION

PAGE 2 OF 3

#### **EQUIPMENT & COMPUTER SOFTWARE USED:**

IBM iSeries computer system, BAI Municipal Software, general office equipment, Microsoft Word (word processing), Microsoft Excel (spreadsheet application), adding machine, copier, facsimile, scanner, telephone, TDD, and typewriter.

#### **COMMUNICATIONS:**

In-person and telephone communication with the general public. Compiles computer generated reports. Employee must be courteous and polite, and must exercise excellent phone etiquette. Employee is expected to present a professional image by maintaining good personal grooming habits and attire.

#### **WORKING ENVIRONMENT:**

Normal office working environment includes low to moderate background noise. Office is well-lit and well-ventilated. Position requires continual contact with the public, therefore a certain level of anxiety and distress is to be expected.

#### **SAFETY HAZARDS:**

Minimal safety hazards are involved if normal safety practices are followed. Position requires continual contact with the public, therefore contact with various germs/viruses is inevitable.

#### **PHYSICAL EFFORT:**

Physical effort of this position is limited to that associated with regular office activities such as lifting and storing office supply boxes not to exceed thirty pounds. The position involves a large amount of time spent sitting at a desk and operating a computer keyboard. A moderate amount of time is also spent getting up and down from a stool to obtain various information stored in other areas.

#### **RESULT OF WORK ON COST AND QUALITY:**

Regular work attendance is vital since this position is responsible for communications with the public on a daily basis and for maintaining the collection of revenue and delinquent accounts for the town. Overtime work is minimal.

## ACCOUNT / COLLECTION SPECIALIST

### JOB DESCRIPTION

PAGE 3 OF 3

#### **DECISIONS INVOLVED:**

The individual employed in this position must be able to make logical and analytical decisions in a timely manner on a day-to-day basis. The degree of independent decision-making is moderate.

#### **EDUCATION AND JOB KNOWLEDGE REQUIREMENTS:**

- Bachelor's or associate degree with an emphasis in accounting, finance, or collections, or equivalent amount of training and experience.
- Experience in a municipal government environment preferred.
- Ability to attend collection, bankruptcy and other pertinent courses to enhance job performance.
- Familiarity with the IBM iSeries computer system and other general office equipment.