

Vacancy Announcement

Greene County, NC is seeking qualified applicants for the position of **Delinquent Tax Collections Specialist** in the Tax Department.

Salary Grade: 67 Salary Range \$44,086 - \$68,333

Closing date for receiving applications: Open until filled.

Distinguishing Features of the Class

An employee in this class is responsible for taking the necessary steps to collect delinquent property taxes for the County in accordance with State law governing these activities. Work includes verifying delinquent tax payer information, sending certified notifications to the taxpayer, and processing garnishments, bank attachments, foreclosures, and escheats. Work also includes answering inquiries from the taxpayers and determining if payment arrangements should be established; waiting on customers; balancing daily collections; processing mail; processing beer and wine license renewals; and related activities. Judgment and initiative are required and tact and courtesy are necessary in working with property owners and their representatives. Work requires knowledge of state tax collection laws, principles and practices and strong technology skills with specialized software programs. Work is performed under the supervision of the Tax Administrator, and is evaluated by the effectiveness of the program as indicated by reports, collection records, annual audits, and reports on the operation of the function.

Duties and Responsibilities

Essential Duties and Tasks

Plans and organizes work and determines work priorities for collecting taxes on real and personal property.

Reviews delinquent tax listings; verifies identification of tax payer; checks addresses and social security numbers; corrects addresses; verifies employer and bank account numbers; verifies tax amounts owed and account information; checks on incarceration.

Sends letters to delinquent tax payers notifying of delinquency and procedures for collection; promotes and implements payment agreements with delinquent taxpayers; determines the method of collection necessary to collect delinquent taxes after discussion with the taxpayer; determines if payment agreements will resolve delinquency or if garnishment or attachment is requirement.

Prepares and processes bank attachments; tracks payments; maintains payment histories; searches outstanding tax bills.

Interprets State tax collection laws and County policies and procedures to taxpayers; answers inquiries in person or by telephone; explains procedures and legal requirements.

Handles foreclosures by reviewing activity of accounts, history, condition of property and other pertinent information to determine if letter should be sent; work with attorneys to handle procedures when needed; tracks accounts to ensure accounts are settled when property is sold; coordinate with municipalities on any foreclosures the County processes.

Researches potential bankruptcies by reviewing various records to ensure up-to-date payments; maintains records of foreclosed property.

Provides tax certifications as requested.

Maintains files for paid or released garnishment, levy, sheriff and debt set-off letters; posts paid garnishments, levies, sheriff and debt set-off collections to delinquent tax database.

Files escheat claims; monitors newspapers for death notices and checks to see if taxes are owed; files claims with the Clerk of Court on estates.

Assists with the office operations as requested and required; answers telephones, responds to taxpayer inquiries and/or directs to appropriate personnel.

Performs customer service duties when needed; receives payments from customers for County real and personal property taxes, water bills, waterway drainage payments, wine and beer licenses, etc.; provides receipts to customers for payments; posts payments to the appropriate accounts; processes mail, phone, internet, fax and/or credit card payments; provides copies of account statements; balances collections daily; issues mobile home moving permits.

Additional Job Duties

Backs up other staff as needed.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of the North Carolina Machinery Act and of the County's policies and procedures relating to the collection of current and delinquent taxes.

Considerable knowledge of the procedures and practices required of a tax collection function such as payment agreements, garnishments, bank attachments, liens, foreclosures, etc.

Considerable knowledge of research sources, methods and approaches to locate and verify information on taxpayers.

Knowledge of the application of information technology to the work and of the software applications used in tax collection and customer service work.

Skill in the use of information technology equipment and associated software products such as word processing, spreadsheets and data bases used in area of work assignment.

Skill in customer service excellence, collaborative conflict resolution and problems solving.

Skill and accuracy in data entry.

Ability to effectively and efficiently perform the collection of delinquent taxes and related work.

Ability to use judgment and discretion in completion of assigned responsibilities.

Ability to conduct research and to collect information from a variety of sources.

Ability to interpret and explain laws, regulations, and procedures.

Ability to handle sensitive and controversial situations.

Ability to exercise independent judgment and initiative.

Ability to establish and follow effective work priorities and meet established deadlines.

Ability to maintain and keep accurate tax collections and accounting records.

Ability to communicate effectively in oral and written forms.

Ability to handle the public courteously and tactfully.

Ability to develop and maintain effective working relationships with County officials, supervisors, coworkers, taxpayers and their representatives, and the general public.

Physical Requirements

Must be able to physically perform the basic life support functions of reaching, standing, walking, pushing, pulling, fingering, grasping, talking, hearing, and repetitive motion.

Must be able to perform sedentary work, exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to work with figures and accounting processes, to operate a computer terminal, to read extensively and perform research.

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Desirable Education and Experience

Graduation from a two-year college in business, accounting, office technology, or related field and considerable experience in tax or debt collection, loan office management, or related experience; or an equivalent combination of education and experience.

Special Requirements

Ability to obtain Certification as an Assistant Tax Collector by the Institute of Government within two years of employment.

The Greene County Application for Employment may be downloaded from the County's website at <http://www.greenecountync.gov/departments/human-resources/>. Please send completed application and cover letter to Greene County Human Resources, 229 Kingold Blvd, Suite D, Snow Hill, NC 28580 or email to Human.Resources@greenecountync.gov.