

REVENUE COLLECTIONS OFFICER 1

KIND OF WORK

Para-professional tax collection work.

NATURE AND PURPOSE

Under general supervision, reviews taxpayers' income tax files to determine penalty abatements to ensure consistent and uniform application of department policy and procedures; contacts taxpayers by phone to demand payment of delinquent taxes; performs related work as required.

The Revenue Collections Officer 1 applies para-professional knowledge of tax law and collection policies and procedures, acquired through an accumulation of job experience or a series of job-related training courses, to secure the payment of delinquent taxes by telephone and mail, following specific precedents and somewhat diversified procedures.

The level of a particular position in a classification series is based on a combination of factors not always present in class specifications. Among these factors are the position's responsibilities within the overall program/operation and its relationship to others in a unit, department and/or state service as a whole.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Review taxpayer files to gather pertinent facts and information, and establish the need for additional information by comparing the tax return to additional file information, statutory requirements and department policies and procedures.

Verify file material to validate the appropriateness of the assessment by comparing to other department documents and records and to department policies and procedures.

Phone delinquent taxpayers to demand voluntary payment and the filing of delinquent tax returns by applying the most appropriate telephone collection techniques.

Review taxpayers' files and request information from taxpayers in order to determine possible assets, wages, bank accounts, etc. which the State could seize or levy upon.

Review and approve penalty abatement requests from taxpayers to determine if abatement should be granted by applying department policies and regulations to the taxpayer's situation.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Pertinent policies and procedures sufficient to explain tax filing requirements, tax liability, penalty and interest assessments; to ensure due process; to obtain information (e.g. employment, banking, property ownership) necessary for liens and levies; to recognize computer and processing errors (miscalculation, double billing, AR adjustment).

Department of Revenue operations sufficient to refer detailed, difficult or unusual tax liability questions to appropriate departmental staff.

Departmental collection actions sufficient to routinely demand voluntary payment by telephone.

Taxpayer files sufficient to identify and correct errors and to locate possible assets subject to collection actions.

Skill in:

Reading comprehension sufficient to review and interpret written documents (e.g. tax laws, correspondence and forms).

Ability to:

Communicate verbally by telephone and in-person; in writing by letter and instructions sufficient to gather information (e.g. tax records, dates, employment, etc.) and provide information to taxpayers, their representatives and departmental employees.

Est.: 01/87
Rev.:

T.C.:
Former Title(s):