



Title: Revenue Collections Specialist

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to identify and recover outstanding balances of funds owed to the City for a variety of services. This is accomplished by identifying delinquent accounts throughout the City, selecting the best methods for collections, securing payments, and achieving a positive resolution. Other duties may include performing related duties as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Interprets, applies, explains and enforces applicable City laws, codes, regulations, policies and procedures. Responds to questions regarding billing, adjustments and policies and procedures.
2	S	Identifies delinquent accounts from statistical reports; contacts delinquent customers by phone, letter, or in person in efforts to collect delinquent accounts. Provides duplicate bills/invoices to debtor/outside collection agency to justify the debt.
3	S	Identifies and flags accounts with bankruptcy proceedings; determines and generates written notification/acknowledgement to debtor, adjusts accounts, files claims for pre-petition balances protected by the bankruptcy, creates pre & post accounts according to filing date.
4	S	Identifies accounts eligible for a lien assessment and/or AZROC complaint filing; researches records to confirm property/business ownership, ensures proper notification has been given to the property owner per Peoria City Code. Issues County/State liens, files complaints against contractor's license as required.
5	S	Participates in the maintenance and integrity of the tax system; reviews and analyzes monthly credit report and non-final reports. Identifies balances due on accounts resulting from incorrect filings or omissions on returns; processes adjustments, tax report amendments, transfers and refunds based on account analysis.
6	S	Assists with the daily sales tax processes as required.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	2-4 years experience. Considerable previous experience required in the same or similar previous positions. The job requires a sound knowledge of common and uncommon techniques, concepts, methods, practices, use of forms, routines, etc., of complex nature.
Education	Two year college program or equivalent combinations resulting in accumulation of similar knowledge or skills.
Technical Skill	Advanced technical skills. Work requires advanced skills, specialized knowledge, and extensive expertise in approaches and systems.
Physical Demands	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.
Contacts	Contacts are an integral part of the job as work involves internal and external contacts for the purpose of problem-solving with respect to matters of considerable importance to the organization requiring tact, diplomacy and persuasiveness and/or where no guidelines exist. Improper handling could affect relationships between departments or functions. Contacts are frequently at the same or higher levels. Interactions may affect City business. Work involves regular contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a regular requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	The job requires the provision of guidance and training to others. The job does not have formal or official supervisory responsibilities. The job does not perform a personnel function, supervise the employees or handle non-work problems.
Accountability	Decision/action situations have a significant impact on the organization. Errors are difficult to detect and result in immediate impact on resources and continuing influence on operational effectiveness. Revenue, productivity, service, quality, security of assets or external relationships may be adversely affected. Corrections may be more costly than original action.
Environment	No adverse environmental conditions, pleasant surroundings.
Safety	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	None



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "S"				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
---	---	---	---	-----------------------------

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties
Sitting	F	Desk work, meetings
Walking	O	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	O	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	R	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	R	Stairs, step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard office equipment, scanner, Internet, Microsoft office and related software. Sirsi (workflows), Revenue Collector, Cognos, Entersect, Pacer & NorthStar (UB/MAR), iCature software, Alchemy Database, TaxMantra Sales Tax & Licensing software.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards			N			Respiratory Hazards			N	
Chemical Hazards			N			Extreme Temperatures			N	
Electrical Hazards			N			Noise and Vibration			N	
Fire Hazards			N			Wetness/Humidity			N	
Explosives			N			Physical Hazards			N	
Communicable Diseases			N							
Physical Danger or Abuse			N							
Other										

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			N
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			R
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			F
Noisy/Distracting Environment			N
Other			

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			