

**Classification Title: Revenue Agent**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:** Assists customers, both on the phone and in person, in the research, creation, billing and collection of property tax accounts. Provides customer service to attorneys, tax and real estate professionals, mortgage companies and the general public related to all property and prepared food and beverage tax matters. Maintains tax accounts and negotiates, creates and monitors payment plans for compliance. Posts payments, processes bankruptcy claims and researches and creates legal actions including attachment and garnishment, personal property levy and real estate foreclosure in the process of collecting delinquent taxes.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

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	Serves as a member of a high volume call center. Responds to and resolves customer inquiries by performing research, explaining applicable tax laws and office procedures. Issues forms, applications, statements and informs customers of online resources.
2	S	Updates and maintains all property tax accounts by processing listings, building permits, deeds, wills, estates and correspondence. Verifies and enters data supporting value adjustments and cash refunds. Makes correcting entries to accounts for ownership, address and property characteristic changes.
3	S	Posts payments received to appropriate accounts and issues receipts. Balances monies received and assists in the timely and accurate deposit of funds. Prepares reports and reconciles data and cash drawers.
4	S	Negotiates, creates and maintains payment arrangements for compliance. Researches, creates and issues legal actions including attachment and garnishment, levy of personal property and real estate foreclosures while enforcing property tax collections.

**CLASSIFICATION REQUIREMENTS:**

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Education	Associate’s degree in Accounting, Business Administration or related field.
Experience	Two years of experience in customer service and/or cashiering
Equivalent Education & Experience Accepted?	Yes
Reading	Intermediate
Math	Intermediate
Writing	Intermediate
Managerial	Receives General Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Interpersonal / Human Relations Skills	Work requires regular contact with individuals and may require providing advice to others on specific issues and/or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	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.

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Calculators, copier, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None.