

**Job Title: Revenue Collector**

**Department:** Finance and Budget

**Immediate Supervisor:** Controller

**BRIEF DESCRIPTION OF THE JOB:**

Serves as primary revenue collector for outstanding privilege taxes, utility charges, etc. Initiates and monitors installment payment plans, audit assessments, liens, and other procedures of distraint. Utilizes a wide variety of resources to locate individuals and/or assets to secure payment. Responds to inquires regarding City policies and procedures and statutes regarding the collection program. Analyzes financial records and makes determinations on ability to pay amounts due. Performs desk reviews and similar work on residential rentals, use tax, etc. Provides as needed general support in the areas of transaction privilege tax.

**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.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Revenue collector for taxes, utilities, and other revenues. Utilizes a variety of resources to locate individuals and/or assets. Monitors installment payment plans, assessments, liens, etc. Analyzes financial records to determine ability to pay amounts due.
2	S	Performs desk reviews and similar work. Tracks residential rentals, contacts owners, initiates collection. Performs desk reviews of use tax and similar amounts owed.
3	S	Provides general support to privilege tax. Responds to inquiries regarding the City's collection program. Assist in outreach and citizen education programs.

**JOB REQUIREMENTS:**

<b>JOB REQUIREMENTS</b>	
Formal Education / Knowledge	Additional training beyond high school: Federal/State Statues, rules and regulations pertaining to collection. Any equivalent combination of training and experience, which provides the required knowledge, skills and abilities, <i>may</i> be considered as qualifying.
Experience	A minimum of one year’s experience as a Collector, preferably in a municipal or government setting. Must possess a valid Arizona Driver’s license at the time of hire.
Reading	Work requires the ability to read and interpret complex stautues and regulations.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division as well as business math. Must be able to calculate payments, interest and penalties.
Writing	Work requires the ability to convey in writing interpretations of statue, notifiacations of collections, etc.
Planning/Management Requirements	The incumbent must be able to plan tasks to ensure that all essential areas are completed timely.
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	The incumbents in this position must be able to communicate with internal and external cusomer inquires, must be able to make case specific recommendations, must be able to negotiate payments under difficult circumstances. Will have contacts within the organization. These contacts may involve similar work units or departments within the City such as Utilities and Water Billing. In addition, these incumbents work with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required of the employee.

FSLA Status: Non-Exempt  
 Revised: 04/25/05  
 Grade: 8

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy 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.
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*This is a description of the way this job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Obtaining information, talking with staff
Sitting	C	Deskwork, meetings
Walking	O	Obtaining information, talking with staff
Lifting	O	Files and office supplies
Carrying	O	Files and office supplies
Pushing/Pulling	R	Files and office supplies
Reaching	R	Files and office supplies
Handling	C	Paperwork, telephone
Fine Dexterity	C	Computer keyboard, calculator, writing
Kneeling	R	Files and office supplies
Crouching	R	Files and office supplies
Bending	O	Files and office supplies
Twisting	R	Files and office supplies
Climbing	R	Stairs
Balancing	R	Files
Vision	C	Reading, computer monitor
Hearing	C	Communicating with personnel and on telephone
Talking	F	Communicating with personnel and on telephone

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

Copy machine, fax machine, telephone, calculator, general office supplies, computer and related software, laser or inkjet printer

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Extreme Temperatures	N	Office Environment	X
Chemical Hazards	N	Noise and Vibration	N	Warehouse	
Electrical Hazards	N	Wetness/Humidity	N	Shop	
Fire Hazards	N	Respiratory Hazards	N	Vehicle	
Explosives	N	Physical Hazards	N	Outdoors	
Communicable Diseases	N			Rec/Nghbrhd Center	
Physical Danger or Abuse	N			Other (see 2 below)	
Other (see 1 below)					

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-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.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	N
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	

- (3)

**SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Supervisor

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Job Title of Department Head

\_\_\_\_\_  
Signature of Department Head

\_\_\_\_\_  
Date

**Comments:**

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\_\_\_\_\_  
The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.