

Town of White Lake
Revenue Collections Specialist
Grade 15 (\$41,778-\$64,756)

Primary Reason Why Classification Exists

To perform responsible administrative and fiscal duties in the collection of revenue for the Town including ad valorem taxes, utility bills and other related revenue.

Distinguishing Features of Class

An employee in this class is responsible for performing the revenue collection function including developing and implementing programs to bill and collect ad valorem taxes, utility bills, and other revenues. The employee receives and reviews County tax scrolls and creates tax bills, addresses questions and issues regarding tax bills; performs utility billing; assists the public with various information and fees regarding Town services including providing utility customer service for establishing and closing out utility accounts, and fills in for coworkers as needed. Work is performed with some degree of discretionary judgment, independence, and confidentiality. Work is performed under the general supervision of the Administrative Services Director and is evaluated on the basis of attainment of individual performance objectives, observation, accuracy of reports, and feedback from vendors and general public.

Illustrative Examples of Work

- Provides general and utility customer service for the Town; answers telephone calls and directs them to the appropriate person; greets visitors and directs them; processes incoming mail for all departments; establishes new utility accounts for customers; maintains up-to-date information regarding addresses, names, phone numbers, etc.; enters mail, drop box, drive up and visitor payments into data base; creates work orders and coordinates connection and disconnection of service with field staff.
- Performs utility billing activities ; enters meter readings into customer data base; exports and imports readings from radio read meters; processes credit card payments; creates bank draft file to transfer to bank; provides information to citizens, contractors, and others regarding utility services, customer service policies, etc.; processes on-line and telephone payments; prints and reviews reports prior to printing bills; prints bills and processes for mailing; balances utilities with finance office each month and researches problems; prepares a variety of utility billing and customer accounts reports; processes late fee reports and adds to customer accounts; initiates Debt Setoff procedures and small claims procedures for delinquent customers.
- Serves as Tax Collector for the Town; organizes and plans for the preparation and distribution of tax bills; explains tax processes and answers concerns and complaints about the municipal tax program; balances tax receipts; reviews County records, downloads data files, insures proper calculation and billing; generates and mails tax bills; bills for discoveries; advertises delinquencies; applies interest to delinquent account; coordinates foreclosures with Town Attorney; and performs delinquent tax collections including Debt Setoff and small claims.
- Fills in for absent coworkers.
- Utilizes personal computers, calculators, and other office equipment to perform work.
- Performs other duties as required

Knowledge, Skills and Abilities

- Thorough knowledge of state and local property and business licensing tax laws and legal collection requirements.
- Considerable knowledge of local policies and ordinances regarding tax collections, privilege licenses, utility accounts and related issues.
- Knowledge of collection methods such as debt setoff, small claims, garnishments, attachments, etc.
- Knowledge of the concepts and practices of governmental accounting principles, procedures and practices.
- General knowledge of accounting terminology, methods, procedures and equipment.
- Knowledge of office practices and procedures, business arithmetic, English grammar and sentence structure, and filing and record keeping practices.
- Knowledge of and ability to use computers and common software applications including word processing and spreadsheet applications.
- Ability to implement and maintain accounting methods, procedures, forms and records, including processes for internal auditing.
- Ability to plan, organize, and prioritize work; ability to prepare and interpret financial reports and statements; ability to make arithmetic calculations quickly and accurately.
- Ability to establish and maintain effective working relationships with other employees, governmental officials, and the general public; ability to communicate effectively, both orally and in writing, with other staff, the public, and municipal officials.
- Ability to work independently without close supervision and coordinate the work with others.
- Ability to compile, evaluate and reconcile a variety of accounting records and reports.
- Ability to perform a variety of accounting functions and to change priorities quickly and maintain accuracy level.
- Ability to understand oral and written directions.
- Skill performing accounting processes with speed and accuracy

Physical Requirements

Work is generally classified as light work requiring the exertion of up to 20 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects. Physical requirements include climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling and repetitive motions. Employee must have visual acuity to be able to prepare and analyze data and figures for accounting, perform extensive reading, operate a computer and other office equipment, determine accuracy and thoroughness of work, observe general surroundings and activities. Vocal communication is required for expressing or exchanging ideas by means of the spoken word. Hearing is required to perceive information at normal spoken word levels.

Working Conditions

Work is performed in an office with a controlled environment without exposure to harmful conditions.

Education

Graduation from high school or GED equivalency supplemented by courses in accounting, business management, or related field; an Associate's degree in accounting is preferred.

Experience

One (1) to four (4) years' experience in municipal tax or utility billing, accounting, accounts payables/receivables preferred.

Special Requirements

- A valid North Carolina driver's license
- Tax Collector's Certification from School of Government, or ability to receive in 12 months after hire.

FLSA Status: Non-Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Town of White Lake reserves the right to assign or otherwise modify the duties assigned to this classification.

Town of White Lake is an Equal Opportunity Employer.
Position Open until Filled.