



## Job Description

<b>Job Title:</b> Tax Collector Senior	<b>Job Code:</b> AUN07476	<b>Reports To:</b> Supervisor, Collections
<b>Job Code Desri:</b> Tax Collector 3	<b>Position Number/s:</b> SRV000000842, SRV000001266, SRV000001286, SRV000001330, SRV000001319	
<b>Division/s:</b> Education & Compliance	<b>Department Name/s:</b> Tucson Business Collections (SRO)	<b>Law Enforcement:</b> No
<b>Pay Schedule/Grade:</b> AREG 18	<b>FLSA Status:</b> Non-Exempt	<b>EEO Class:</b> Administrative Support Workers
<b>Prepared By:</b> B Campos/J Brown	<b>Approved By:</b> J Brown	<b>Last Update:</b> 1/8/25

### Position Summary:

The Tax Collector, Senior is a part of the escalation team responsible for the collection of delinquent tax liabilities of assigned cases on behalf of the Department of Revenue. Reviews, prioritizes and self-assigns, and handles difficult/complex cases by way of outbound efforts via ticketing system assignments for Individual Income, Corporate Income, Withholding, and Transaction Privilege Tax (TPT) cases. Contacts and completes the collection of tax liabilities and delinquencies via phone calls, emails, or other means of contact to negotiate payment plans and/or enforce collection activities. All work is to be completed while educating taxpayers and promoting voluntary taxpayer compliance. This role is eligible for remote work with occasional presence in the Tucson office.

### Supervision:

This position does not have direct reports.

<b>Essential Functions:</b>	<b>% of Time</b>	<b>Essential/ Non-essential</b>
<p><u>Service Delivery</u> Reviews, prioritizes and self-assigns, and handles difficult/complex cases by way of outbound efforts via ticketing system assignments for Individual Income, Corporate Income, Withholding, and Transaction Privilege Tax (TPT) cases to include:</p> <ul style="list-style-type: none"> <li>● Engages outbound and occasional inbound communication with taxpayers via phone call, email, or other means to resolve delinquent tax liabilities, as assigned               <ul style="list-style-type: none"> <li>○ Assisting and answering questions/inquiries from taxpayers</li> <li>○ Refer and/or escalate taxpayer grievances to designated departments or unit leads/supervisors</li> <li>○ Maintaining records of interactions/transactions and recording details of the inquiry and the actions taken</li> <li>○ Contacting customers to respond to inquiries and/or to notify them of results or actions taken by the agency</li> <li>○ Obtain and examine all relevant information to assess the validity of inquiries</li> </ul> </li> <li>● Educates taxpayers and promotes voluntary compliance by reviewing financial statements, providing supporting documentation, and offering assistance on how to obtain and maintain tax compliance</li> <li>● Conducts case research, locates returns, and audits records, as assigned</li> <li>● Negotiates payment arrangements for delinquent tax liabilities</li> </ul>	60%	E 1, 2, 3, 4, 5



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<p><u>Collection Enforcement</u></p> <ul style="list-style-type: none"> <li>In accordance with ARS Title 42, initiates administrative enforcement to include the filing of tax liens, issuing of levies for rights to property, referring cases to the Order to Show Cause hearings, filing of complaints for suspension/revocation of Registrar Contractors licenses, filing of affidavits of tax deficiencies with the Arizona Liquor Board and Control, and filing liens with AZ MVD</li> <li>Issues subpoenas to obtain and verify financial information, determine abatements, administrative enforcement, and cases referred to the Attorney General's Office for civil proceedings</li> <li>Files all public documents in statutory required locations</li> <li>Confers with attorneys on complex case issues, as needed</li> </ul>	15%	E 1, 4, 5
<p><u>Agency/Department Compliance &amp; Continuous Improvement</u></p> <ul style="list-style-type: none"> <li>Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities.</li> <li>Actively contributes to team and individual effectiveness through the following: - <ul style="list-style-type: none"> <li>Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated</li> <li>Completes all required training in a timely manner.</li> <li>Participates in assigned work teams as appropriate.</li> <li>May complete periodic metrics, projects, huddle boards and reports as requested.</li> <li>Prepares for and actively participates in 1:1 coaching with supervisor</li> </ul> </li> <li>Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned.</li> </ul>	20%	E 3, 5
<p><u>Miscellaneous</u> Assists new hires via technical job training and shadowing Other duties as assigned</p>	5%	NE

### Requirements

#### *Education & Experience*

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a High School Diploma (HSD) or General Education Degree (GED), coursework, training, and work experience relevant to the assignment.
- Minimum one year of collections experience
- Minimum of one year of customer service experience

#### *Licenses & Certifications*

- None required

#### *Knowledge/Understanding*

- Basic knowledge and understanding of Federal and State tax statutes, administrative rules, and regulations



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- Basic knowledge and understanding of tax collection enforcement rules and regulations
- Knowledge of investigative and research techniques
- Knowledge of lien laws pertaining to personal and real property for consensual liens and statutory liens from agencies such as the IRS
- Knowledge of tax filing requirements and supporting documentation necessary to process tax returns

### *Skills*

- Strong communications skills, to include verbal, written, and active listening with the ability to convey tax-related information in layman's terms
- Effective organization and time management skills with the ability to make measurable progress on multiple priorities
- Strong interpersonal skills and demeanor
- Strong negotiation and persuasion skills
- Proficient in the use of a PC/laptop in a Windows environment; in the use of the Internet; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive
- Proficient in the use of tax reporting systems

### *Abilities*

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to read, interpret, disseminate, and apply complex and comprehensive tax related information, laws, policies, legislative proposals, and contracts Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to think creatively, critically, and strategically when analyzing and proposing compliance solutions
- Demonstrated ability to work with a high degree of autonomy and also participate collaboratively as part of a team
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to understand and solve problems by applying intermediate analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

### *Additional Job Demands*

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work).
- If completing work remotely, must perform job duties in a dedicated, secured space with internet access

### **Selective Preferences**

- Experience in a tax collection program or customer service experience emphasizing administrative and judicial collection enforcement
- Experience with Continuous Improvement, Six Sigma and/or LEAN



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- Bilingual in English-Spanish with strong reading, writing and speaking skills