



## Job Description

<b>Job Title:</b> Bankruptcy Services Representative	<b>Job Code:</b> AUN07476	<b>Reports To:</b> Supervisor, Collections
<b>Job Code Desri:</b> Tax Collector 3	<b>Position Number/s:</b> SRV000001322, SRV000000221, SRV000001410, SRV000001354, SRV000000757, SRV000001268, SRV000000843	
<b>Division/s:</b> Education & Compliance	<b>Department Name/s:</b> Business Collections Unit	<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> M Steinke/W Bingham/C Pittman	<b>Approved By:</b> J Brown	<b>Last Update:</b> 11/1/24

### Position Summary:

The Bankruptcy Services Representative is responsible for monitoring, reviewing, and providing input and guidance to taxpayers and the Department regarding the collection of taxes under bankruptcy protection. This role monitors bankruptcy cases for compliance and reviews/approves/rejects proposed bankruptcy payment terms to ensure the Department's interests are protected. Additionally, this role determines the collectability of taxes upon either discharge or dismissal of bankruptcy cases, and advises other Department business units of the proper course of actions necessary when a taxpayer is under bankruptcy protection. This role may be required to provide support to the Attorney General's Office in regards to litigation in administrative/judicial forums.

### Supervision:

This position does not have direct reports.

<b>Essential Functions:</b>	<b>% of Time</b>	<b>Essential/ Non-essential</b>
<u>Bankruptcy Case Management</u> Creates new bankruptcy cases; reviews and determines appropriate actions required to file bankruptcy proofs of claim; creates claims; monitors status of cases and claims; monitors cases for plan confirmation, dismissal or discharge, and monitors cases for new or additional liabilities that warrant further action: <ul style="list-style-type: none"> <li>● Reviews and approves/rejects payment terms specified in payment plans prior to court approval, ensuring the Department's interests are met and protected</li> <li>● Ensures the collection of bankruptcy revenues by monitoring taxpayer's compliance with the terms of plans confirmed by the Federal Bankruptcy Court</li> <li>● Responds to taxpayer inquiries</li> <li>● Conducts case research to locate returns and audit records, as requested</li> <li>● Records and documents any changes to the bankruptcy case status in the Tax Accounting System (TAS)</li> <li>● Tracks, reviews, and/or audits tax returns submitted by taxpayers in bankruptcy and amends proof of claims, as appropriate</li> <li>● Determines ownership relationships, potential taxable activities, and prepares proofs of claim based on the outcome of research</li> <li>● Negotiates the compromise of tax liabilities within the framework of payment plan confirmation or business liquidation in the bankruptcy</li> </ul>	40%	E 1, 2, 3, 4, 5



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<ul style="list-style-type: none"> <li>Prepares and reviews statistical reports, and makes a determination and posts proper disbursement of payments and/or tax refunds</li> <li>Advises the audit unit and other departments of proper course of actions necessary when a taxpayer is under bankruptcy protection</li> <li>Escalates high profile or sensitive accounts to supervisor, as needed</li> </ul>		
<u>Attorney General's Office Support</u> <ul style="list-style-type: none"> <li>Records and documents all case determinations from the Attorney General's Office to include complaints, payment agreements, judgements, forbearances, and settlements in the TAS</li> <li>Conducts timely analysis of bankruptcy plans referred to the Attorney General's Office for litigation</li> <li>Provides the Attorney General's Office with litigation support in administrative and/or judicial forums</li> <li>Alerts the Attorney General's Office of non-compliance issues</li> <li>Prepares, files, reviews, and processes all Attorney General/State Court and Bankruptcy documents and reports, including reconciliation of payment requests and general financial or case inquiries</li> <li>Prepares Attorney General/State Court and Bankruptcy unit case files for record retention and destruction per established guidelines</li> </ul>	25%	E 1, 2, 3, 5
<u>Collection Enforcement</u> <ul style="list-style-type: none"> <li>In accordance with ARS Title 42, initiates administrative enforcement to include the placing or modifying liens, levy of financial institutions or place of employment, seizure and sale of assets, and subpoena of books and records</li> </ul>	10%	E 1, 4, 5
<u>Agency/Department Compliance &amp; Continuous Improvement</u> <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
Other duties as assigned	5%	NE

## Requirements

### Education & Experience



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- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a relevant degree from an accredited college or university such as Associate's Degree (e.g., A.A.), training, coursework, and work experience relevant to the assignment.
- Minimum two (2) years of collections or related experience

### *Licenses & Certifications*

None

### *Knowledge/Understanding*

- Knowledge and understanding of Federal and State tax statutes, administrative rules, and regulations
- Knowledge and understanding of tax collection enforcement rules and regulations in regards to bankruptcy cases
- 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
- Skilled in compiling and analyzing detailed financial information
- 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



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- 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/legal collection enforcement
- Experience with Continuous Improvement, Six Sigma and/or LEAN