



## Job Description

<b>Job Title:</b> Field Collector	<b>Job Code:</b> AUN09173	<b>Reports To:</b> Manager, Collections
<b>Position Number/s:</b> SRV000001507, SRV000001413, SRV000000473, SRV000001505, SRV000001412, SRV000001326, SRV000001506, SRV000001299, SRV000001408, SRV000001376, SRV000001273, SRV000000759, SRV000001359, SRV000001407, SRV000001425, SRV000001345, SRV000001406, SRV000001363, SRV000000213, SRV000000804, SRV000001351, SRV000001360, SRV000001387, SRV000000902, SRV000001338, SRV000001282, SRV000001365, SRV000001347, SRV000001325, SRV000001368, SRV000001334, SRV000000156		
<b>Division/s:</b> Education & Compliance	<b>Department Name/s:</b> Business Collections	<b>Law Enforcement:</b> No
<b>Pay Schedule/Grade:</b> AREG, 19	<b>FLSA Status:</b> Non-Exempt	<b>EEO Class:</b> Administrative Support Workers
<b>Prepared By:</b> C Pittman / J Bernard	<b>Approved By:</b> J Brown	<b>Last Update:</b> 9/21/2023

### Position Summary:

The Field Collector is responsible for the tax collection of assigned cases for the State of Arizona and participating counties and cities. Assigned tax cases could include Individual Income, Corporate Income, Withholding, and Transaction Privilege Tax (TPT). This role will contact and complete the collection of tax liabilities and delinquencies via phone calls and field visits to residences, places of employment, and/or business locations and will educate taxpayers while promoting voluntary taxpayer compliance.

### Supervision:

This position does not have direct reports.

<b>Essential Functions:</b>	<b>% of Time</b>	<b>Essential/ Non-essential</b>
<u>Field Tax Collection &amp; Customer Service</u> <ul style="list-style-type: none"> <li>Contact taxpayers via phone call and/or complete in-state travel to conduct field visits to taxpayer's residences, places of employment, and/or business locations to resolve delinquent tax liabilities, as assigned</li> <li>Educate taxpayers and promote voluntary compliance by reviewing financial statements, providing supporting documentation, and offering assistance on how to obtain and maintain tax compliance</li> <li>Negotiate payment arrangements</li> <li>Participate in the seizure and sale of assets and/or inventory to satisfy delinquent tax liabilities by determining lien property, reviewing and analyzing the value of assets/inventory, securing the property, preparing and conducting assets for public auction, and physically moving assets to set up a sale</li> </ul>	65%	E 1, 2, 3, 4, 5
<u>Administrative and Collection Enforcement</u> <ul style="list-style-type: none"> <li>In accordance with ARS Title 42, initiate 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> </ul>	10%	E 1, 4, 5



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<ul style="list-style-type: none"> <li>Issue subpoenas to obtain and verify financial information, administrative enforcement, and cases referred to the Attorney General's Office for civil proceedings</li> <li>File all public documents in statutory required locations</li> <li>Confer with attorneys on complex case issues, as needed</li> </ul>		
<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
Other duties as assigned	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 relevant degree from an accredited college or university such as Bachelor's Degree (e.g., B.A.), training, coursework, and work experience relevant to the assignment.
- Minimum one year of collections experience

#### *Licenses & Certifications*

Valid Arizona Driver's License

#### *Knowledge/Understanding*

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

- Excellent communications skills, to include verbal, written, and active listening with the ability to convey tax-related information in layman's terms
- Excellent interpersonal skills and demeanor



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- Strong negotiation and persuasion skills
- Effective organization and time management skills with the ability to make measurable progress on multiple priorities
- Proficient in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Outlook, Word and Excel, PowerPoint; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive

### *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 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.
- Ability to travel up to 50% of the time within the Arizona region
- 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*

- Ability of driving throughout the State of Arizona
- In the course of performing the essential duties one must be able to exert up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Some exposure to adverse environmental conditions when conducting field collection duties
- If completing work remotely, must perform job duties in a dedicated, secured space with internet access

### **Selective Preferences**

- Training and experience with multiple tax systems