

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

REVENUE COLLECTION OFFICER III

POSITION CODE: 38403
Effective: 12-1-02

DISTINGUISHING FEATURES OF WORK:

Under direction, with two years of satisfactory experience as a Revenue Collection Officer II, performs administrative support functions associated with various tax collection programs in a field office; serves as designated officer in charge of the Seizure Program; serves as the training officer for lower level field collection officers; serves as officer in charge of large special events requiring the work guidance and leadership of lower level field collection officers; serves as supervisor in supervisor's absence; assists supervisor with a variety of administrative related office duties including production reports, procedural changes and when delegated, responsible for reviewing, approving and disapproving field collection officers progress and final field collection reports; regularly attends and participates in District and Regional Office meetings; participates in field assignments involving the on-site collection of delinquent taxes in cases where accounts do not qualify for normal in-house collection criteria; assists in resolving backlogs.

This work differs from other classifications engaged in collecting tax revenues by the regular, ongoing field work required of all positions allocated to this series. Field collection work involves considerable travel within an assigned geographical area; a collector must have access to an automobile, possess a valid driver's license, and be prepared to tolerate and deal effectively and tactfully with evasive and uncooperative taxpayers often under hostile conditions.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Serves as a designated officer in charge of the field Seizure Program; responsible for preparing and serving ten (10) day letters of demand, tax lines, warrant requests, seizure warrants and releases of tax liens and seized property; serves as a liaison officer between the Department of Revenue and the local sheriff's office; coordinates seizures with the Department of State Police and liquidator of seized property to ensure that the sale is accomplished; takes inventories, secures and removes physical assets; recommends the appropriate course of action if the seizure fails to satisfy the assessed liability.

REVENUE COLLECTION OFFICER III (Continued)

2. Responsible for and participates in on-the-job training programs designed to provide lower level field collection officers with instructions on tax laws, agency rules and regulations, report preparation, work procedures and methods, and field collection techniques; as part of the training program, conducts on-site field collection assignments in order to provide trainees with work experience in applying the skills and knowledges acquired during the classroom training period; monitors the training and progress of lower level field collection officers and provides advice and assistance on the successful completion of assignments; provides input in evaluating trainees during and at the completion of their training period.
3. Serves as supervisor in absence of supervisor, or at supervisor's discretion, reviews progress and final field collection reports for completeness and adequacy of data, e.g., total amount of money collected is correct, supporting documents and evidence are consistent and complete, accuracy of final payment plans, recommended disposition of cases are in good order, etc.; may approve or disapprove final reports and forwards questionable cases wherein the disposition of case may not be clear to supervisor; forwards all recommendations for closing of cases when further collection activity would be useless or costly to the department to supervisor for a final decision; confers with lower level field collectors and advises them of errors made and recommends the proper course of action to correct report; in absence of supervisor, or at supervisor's discretion, reviews daily field reports for accuracy of information, e.g., mileage, meals, lodging, parking fees, etc., and approves daily field reports before vouchers for reimbursement are prepared.
4. Attends and participates in District and Regional Office meetings; assists in planning, developing and implementing new or revised methods, procedures, standards and techniques; appraises District and Regional Office staff of new or revised statutes and other programs mandated by legislature; identifies training needs of field staff and participates in formal training programs.
5. In cases where accounts do not qualify for normal in-house collection criteria, independently performs field tax collection and compliance duties in an assigned geographical area; conducts assignments at all levels including those of a diverse or sensitive nature; assists in resolving backlogs in other geographical areas, and/or may serve as part of a field collection team when the use of additional personnel is warranted.
6. Serves as designed officer-in-charge at large special events when it is necessary to coordinate and supervise lower level staff; determines individual assignments; responsible for on-site collections of monies, and security of monies and/or cash received.

REVENUE COLLECTION OFFICER III (Continued)

7. Serves as supervisor in a specific District Field Office during supervisor's absence; assists in a variety of District and Regional Office administrative duties; conducts special studies of District and Regional Office operations; compiles and prepares special production, activity and statistical reports, etc.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college.

Requires four years professional experience in the delinquent tax collection field including one year as a Revenue Collection Officer II.

Knowledges, Skills and Abilities

Requires extensive knowledge of various tax laws, rules, regulations, court decisions and other legal opinions applicable to the collection program.

Requires extensive knowledge of collection methods and techniques.

Requires extensive knowledge of computer systems as related to the processing of various tax information.

Requires extensive knowledge of manual and automated office equipment.

Requires working knowledge of accounting practices, methods and procedures.

Requires working knowledge of administrative techniques and practices utilized in staff management and organization.

Requires ability to independently conduct collection assignments, exercising sound judgment and discretion in analyzing and evaluating facts and evidence.

Requires ability to establish and maintain effective and cooperative working relationships with taxpayers, the public, other agency staff, and employees.

Requires ability to apply tax laws, rules and regulations appropriate to collection situations.

Requires ability to travel, often keeping irregular hours in the conduct of collection activities.

Requires access to an automobile, and possession of an appropriate valid driver's license for the operation of a motor vehicle.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.