



Job:	Tax Collection Specialist	FLSA:	Non-Exempt
Dept.:	City Clerk's Office	EEO-4 Code:	
Reports to:	City Clerk	Date:	12/2023
Supervises:	None		
Pay Rate:	\$22.52/HR		

JOB SUMMARY

This position performs specialized duties in the collection of taxes.

MAJOR DUTIES

1. Coordinates and oversees the collection, recording, and accounting of property taxes.
2. Prepares financial reports on a monthly or quarterly basis.
3. Process Open Records Request regarding tax related matters.
4. Develops and updates tax collection policies and procedures for customer service and finance staff.
5. Prepares annual property tax bills.
6. Provides information to the public regarding tax deadlines, tax bills, and account status.
7. Performs data conversion, migration, and programming functions.
8. Advises the City Clerk regarding the status of collections and related operations.
9. Assist Finance and Public Works with matters regarding refuse collection and stormwater billing.
10. Assist City and County departments with data collection and reporting needs.
11. Assist the City Manager's Office and Glynn-Brunswick Land Bank Authority with tax and refuse related special projects.
12. Conducts research on delinquent real estate taxes by searching property records, court records, and other records to determine status of tax payments.
13. Ensures compliance with relevant state and federal laws.
14. Prepares for delinquent tax sales; maintains bankruptcy files.
15. Resolves billing disputes and problems with the financial software system.
16. Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of tax collection principles, practices, regulations, and guidelines.
2. Knowledge of customer service principles and practices.
3. Knowledge of delinquent tax collection principles.
4. Knowledge of computers and job-related software programs.
5. Skill in the analysis of problems and the development and implementation of solutions.
6. Skill in the preparation of clear and precise reports.
7. Skill in oral and written communication.

SUPERVISORY CONTROLS

The City Clerk assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include state tax laws, Georgia Department of Revenue Instructions and Training Guidelines, and city and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied specialized duties. The volume of customers contributes to the complexity of the position.
- The purpose of this position is to provide specialized support for the collection of taxes. Success in this position contributes to the efficient and effective collection of revenue.

CONTACTS

- Contacts are typically with co-workers, other city personnel, representatives from the county Tax Assessors and Tax Commissioner's offices, software providers, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problem.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

Tax Collection Technician

MINIMUM QUALIFICATIONS

- High school diploma supplemented by at least 2 years experience working in financial management, business, collections, general booking, or an office setting; or
- College-level degree related to the occupational field, such as finance, accounting, business, or public administration preferred.

The City of Brunswick is an Equal Opportunity and E-Verify employer.