

CLASS TITLE: REVENUE COLLECTIONS SPECIALIST

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for administrative duties involving revenue collection and enforcement; and performs other related assigned duties.

ESSENTIAL TASKS:

- Processes delinquent accounts receivable, returned checks, code enforcement liens and sales tax
 - Documents returned checks and performs collection efforts
- Distributes listings of returned checks to departments
- Performs liaison duties with one or more collection agencies to ensure money is received, payments are made and any problems are resolved
- Conducts a daily review of return check information and determines proper course of action
- Determines requirements and qualifications of business/persons engaged in work requiring a City License and ensures compliance with City Ordinances
- Investigates complaints against licensees or businesses operating without a license
- Conducts taxi inspections, both scheduled and random, and enforces Taxi Ordinance violations
- Writes Tulsa Taxi Industry Newsletter column outlining ordinances and related City policies and procedures
- Maintains detailed records and prepares numerous reports
- Files and releases liens and notice of liens in a timely manner
- Must report to work in a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and completion of sixty (60) hours of college coursework in accounting, business administration, public administration or a related field and two (2) years of general office experience including one (1) year of collection experience; or an equivalent combination of training and experience per Personnel Department Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Good knowledge of business English, spelling, and commercial arithmetic; good knowledge and understanding of laws, ordinances, regulations and policies governing collections; and knowledge of modern office practices and procedures. Ability to maintain accurate financial records and to prepare detailed credit reports; the ability to communicate effectively both verbally and in writing; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key, and telephone; subject to standing, bending, reaching, lifting, walking, and repetitive movements; and vision, speech, and hearing to perform the essential tasks.

Licenses and Certificates: Possession of valid Class "D" Operator's license.

WORKING ENVIRONMENT: Working environment is primarily indoors; and requires use of telephone and other office equipment.

Class Code: 6512

EEO Code: N-03

Pay Code: AT-23

Group: Clerical and Administrative

Series: Clerical

Effective Date: May 8, 2003