

City of San José
CLASS SPECIFICATION

TITLE: INVESTIGATOR COLLECTOR II

CLASS CODE: 1273		
DEPARTMENT: Finance	ACCOUNTABLE TO: Senior Investigator Collector	FLSA STATUS: Non-exempt

CLASS SUMMARY: Performs work related to the collection of revenues owed to the City of San José including taxes (such as business license taxes, transient occupancy taxes, utility taxes, sales taxes, etc.); fees (such as fire permit fees); general accounts receivable, and other related revenues. Performs complex municipal tax return audits of businesses and individuals; enforces municipal revenue-related codes through field investigation, provides customer service over-the-counter, testifies in court; and updates computer systems for accurate revenue tracking.

DISTINGUISHING CHARACTERISTICS:

This is the second level classification in the Investigator Collector series. This is the fully-experienced level in general staff debt collection work where the incumbent can independently perform debt collection work of considerable difficulty and may act as a lead to incumbents of the Investigator Collector I classification. The specific duties of this class will vary, contingent upon the location and the assignments of the position. This class differs from the class of Investigator Collector I in that incumbents of the latter class perform routine debt collection work under closer general supervision. This class differs from the class of Senior Investigator Collector in that incumbents of the latter class normally lead or supervise other Investigator Collectors and perform the most complex and difficult professional assignments as well as manage various Revenue Collection Programs.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)

Education and Experience

Any combination of training and experience equivalent to two (2) years of undergraduate coursework from an accredited college or university and two (2) years of experience comparable to that of an Investigator Collector I.

Licensing and Certification Requirements:

- Valid California Driver's License (incumbents may be required to use their personal vehicles in performing the job duties).
- Certification as a Revenue Collection Officer (CRO)

Minimum Knowledge, Skills and Abilities (position requirements at entry and depending on area of assignment):

- Knowledge of basic mathematics.
- Knowledge of principles of municipal auditing taxes.
- Experience in using computers and applicable software.
- Knowledge of legal procedures and legal terminology used in investigation and collection of revenues.
- Knowledge of applicable laws, rules and regulations.
- Knowledge of taxation principles and collection methods and procedures.
- Knowledge of basic business law, bookkeeping methods, general office practices and principles.
- Knowledge of Small Claims procedures.
- Knowledge of supervision skills and techniques as required to lead the work of Investigator Collector I's.
- Good oral and written communication skills in order to interact with coworkers, management, the general public, the court system, etc. sufficient to exchange or convey information and obtain compliance with municipal codes, ordinances and resolutions.

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- Ability to read and interpret laws, rules and regulations.
- Ability to express oneself clearly and concisely both orally and in writing.
- Ability to persuade compliance by expressing oneself clearly, forcefully and accurately.
- Ability to administer training to Investigator Collector I's.

Desirable Qualifications (likely to contribute to more successful job performance; can often be learned on the job):

- Knowledge of rules and regulations concerning the issuance of citations.
- Knowledge of pertinent City codes and ordinances and ability to interpret and apply them accurately.
- Knowledge of principles of municipal tax auditing.
- Ability to enforce the levying and collection of fees equitably and thoroughly in assigned areas.
- Ability to research legal, financial and other records to obtain data needed to enforce debt collection, recommend refunds or exemptions from payment of taxes.
- Ability to compose clear and concise reports and correspondence.
- Ability to plan and lead a team of Investigator Collector I's during the course of a revenue audit/review.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY
1.	Collects complex tax returns and revenues such as sales tax, utility user tax, transient occupancy tax, etc.	10%
2.	Collects and reviews more complex delinquent tax returns by collecting taxes, explaining the legal obligations related to tax payments, assisting debtors in establishing payment plans, consulting with the City Attorney regarding municipal code interpretation, assessing any financial hardship or exemption requests, etc.	10%
3.	Conducts field investigations at businesses and residences of unpaid and delinquent City taxes, fees and other City accounts receivable in order to enforce municipal codes.	10%
4.	Provides customer service over-the-counter to applicants and business owners by communicating tax requirements and interpreting applicable City ordinances. Registers businesses for applicable taxes or other permits.	10%
5.	May issue citations when there are code infractions resulting in possible prosecution in municipal court; researches and prepares cases for prosecution. Represents the City and testifies in municipal court to enforce code compliance.	5%
6.	Leads the audits of financial and operational records of businesses by communicating tax-related laws to taxpayers, making on-site tours of the premises (if needed), reconciling tax collected to tax reported (including the examination of gross tax receipts and consistency of internal records), etc.	10%

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7.	Approves and records relevant tax data updates into computer systems that track tax and revenue collections. Administers database information requirements.	10%
8.	Coordinates with the Information Technology Department to obtain improvements for revenue collection tracking computer systems. (i.e. assists in strategy formulation for automation, customization of reports, and interface with other systems) and updates legal log books.	5%
9.	Provides training to other employees and outside entities regarding the use of revenue-tracking computer systems.	5%
10.	Conducts research and analysis by analyzing work flow studies, revising forms, filing systems and individual work procedures, reviewing Request For Proposals (RFP's), participating in the selection of consultants, etc.	5%
11.	Summarizes financial data from departmental contracts and monitors the contractual obligations and conditions.	5%
12.	Surveys commercial mixed-use, annexed, and bare land parcels (classifying the nature of the parcel and identifying any water meters serving the parcel) in order to ensure accurate billing of the business tax program.	5%
13.	Organizes and participates in public outreach programs to the business community.	5%
14.	May act as a lead, assigning, scheduling and checking work, providing technical direction, determining priorities, and training staff. As a lead, may sign timecards and may give input to the supervisor regarding performance evaluations, hiring, promotion, termination and discipline of employees.	5%
15.	Performs other duties of a similar nature or level.	As Required

PHYSICAL REQUIREMENTS (Check all that apply to performance of the essential duties of the job)

	Climbing		Kneeling		Crawling
	Balancing		Lifting		Reaching
	Stooping	X	Fingering	X	Standing
X	Talking		Grasping	X	Walking
X	Hearing		Feeling		Pushing
	Crouching				

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

CLASSIFICATION HISTORY

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Established 11/03; s000