



FIELD AGENT 2

Department: Finance
Job Class #: 469900
Pay Range: General 23

FLSA: Non-exempt
Represented: Yes

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is responsible field and public contact work in the collection of delinquent personal property taxes. Employees in this classification exercise considerable independent judgement in securing delinquent tax payments; seizing and distraining personal property and performing difficult public contact work. Work is performed in accordance with laws, established procedures and statutes.

ESSENTIAL FUNCTIONS:

- Provide information regarding tax laws, tax collection procedures and property tax information to the public by telephone, mail or at the public counter.
- Identify delinquent taxpayers and notify them of status via warning letters, field visits, or other measures as prescribed by Department policy.
- Meet with delinquent property owners, company controller, bookkeeper or president to identify causes for delinquent property taxes and to determine a tax payment amount and frequency schedule acceptable to the County.
- Monitor taxpayers for compliance with payment schedule; conduct follow-up meetings with taxpayers not complying with the payment schedule.
- Coordinate with property and business owners, mortgage companies, lending institutions, corporate and private practice attorneys, County Clerk's office, other County and governmental offices, and the Prosecuting Attorney's office regarding property tax matters and/or when filing notices of distraint, placing liens on property or filing claims with bankruptcy court.
- May seize and sell property within statutory limitation as appropriate.
- Identify real and personal property tax accounts and other accounts receivable from Notice of Bankruptcy filing, communicates with Bankruptcy Court, trustees, attorneys, and others regarding delinquent taxes as necessary.
- Attend court hearings or proceedings as necessary; and may appear or testify in Bankruptcy Court on the County's behalf.
- Identify, document and justify delinquent tax accounts deemed to be uncollectible within County standards and prepare annual personal property "write off" list for approval by the County Council.
- Assist in the collection or payment of sewer bills and payment of other taxes.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

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OTHER JOB FUNCTIONS:

- Prepare receipt for payments received during field visit.
- Perform various functions of the Field Agent I classification.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is reviewed by an administrative superior through conferences and reports for quality and adherence to work standards. This position does not supervise other employees.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Field Agent 2 typically works in an office environment on a daily basis. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Work away from the assigned work site is required on a routine basis.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Travel to various work sites throughout the County is required; public transportation may not be available to all locations required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Federal, state and county tax laws and collection procedures.
- Federal bankruptcy regulations and procedures.
- Mathematics, bookkeeping principles and accounting transactions.
- Modern office practices and procedures.

Ability to:

- Deal tactfully with delinquent taxpayers at times under stressful, difficult or adverse conditions.
- Establish and maintain effective working relationships as required by the duties of the position.
- Operate office equipment associated with the duties of the position including but not limited to typewriter, calculator, cash register, and computer terminals at an occupationally acceptable level.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

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MINIMUM REQUIREMENTS TO APPLY: Two or more years of public contact experience including one year dealing with the collection of delinquent taxes or payment of bills. Related education beyond the high school level may be substituted equally for the position requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position.