### Classification Title
Field Agent 2

### Code
469900

### Department
Finance

### FLSA
Non-Exempt

### Pay Range
General 23

### Represented
Yes

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## GENERAL SUMMARY
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.

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## SERIES CONCEPT
None

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## ESSENTIAL DUTIES & PRIMARY RESPONSIBILITIES

**Essential functions are the basic job duties that an employee must be able to perform, with or without reasonable accommodation. This list of essential functions is intended to be representative of the duties performed within this classification. The omission of a function does not preclude management from assigning essential duties not listed if such duties relate to the position.**

- 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.
• Work a flexible schedule, which may include evenings, weekends, holidays, and overtime.

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.

MINIMUM QUALIFICATIONS

Education and Experience
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.

Licenses or Certifications

OTHER JOB REQUIREMENTS
Must meet travel requirements and authorize and complete a background check prior to employment.

PREFERRED QUALIFICATIONS

SUPERVISION
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.

COMPETENCIES

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.

Skill in:
• Working with a variety of individuals from diverse backgrounds.

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.
WORKING ENVIRONMENT/CONDITIONS
The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Field Agent 2 typically works in an office environment. Incumbents may be required to work at a desk or other workstation 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.

<table>
<thead>
<tr>
<th>Exposures</th>
<th>Frequency Working in Designated Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals who are hostile or irate</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Extreme cold (below 32 degrees)</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Extreme heat (above 100 degrees)</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Communicable diseases</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Moving mechanical parts</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Fumes or airborne/blood borne</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Toxic or caustic chemicals or substances</td>
<td>Seldom or Never</td>
</tr>
<tr>
<td>Loud noises (85+ decibels such as heavy trucks, construction)</td>
<td>Seldom or Never</td>
</tr>
</tbody>
</table>

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical activities required are ability to operate equipment used in the position, and ability to communicate effectively. 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.