



DELINQUENT SUPERVISOR (REAL ESTATE SPECIALIST)

Salary Range: \$42,937 - \$66,552

FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise and support the Manager of the Delinquent Collections Department. Including the selling of properties and assets of real estate, and personal property within all lawful guidelines while providing excellent customer service.

Essential Functions:

- Organizing and managing all aspects of the Tax Sale.
- Removing and adding special assessment fees to the parcel before and after the tax sale.
- Reviews all Excess Funds Claim forms to determine eligibility to claim
- Performs title research through Superior Court and probate records to determine ownership and security interest of delinquent properties.
- Maintaining all tax sale files, including the Master Tax Sale Listing for all properties sold at the tax sale with excess funds.
- Conducts inventory of delinquent business assets and seizes sufficient property to satisfy tax lien.
- Run reports and retrieve data in iasWorld for special internal and external customer request
- Reviews legal descriptions and places legal advertisements.
- Identifies errors in ownership, mapping and assessments that prohibit valid levies and collections.
- Takes initiative to make sure coverage of the department is constant during lunch/breaks
- Be able to respond appropriately to customer service escalations, customer complaints and positive comments by using the most effective communication method
- Stay abreast of updates and legislative changes
- Assists in ensuring accuracy of all Sheriff's dockets, computerized records, and FIFA documents.
- Arranges for secure transfers and storage of levied properties.
- Monitors special payment accounts.
- Researches, investigates, and analyzes tax inquiries
- Supervises, directs, and evaluates assigned staff.
- Provides leadership; initiates and incorporates self and team development.
- Acts as a liaison between employees and Manager.
- Assist the Manager overseeing employee's work schedules to ensure adequate coverage.
- Assist with the review/approval of timesheets in KRONOS.
- Assists manager and serve as back up with responses with employee feedback and follow up
- Assists manager with workflow and efficiency of the department
- Assist with training employees assigned to the department.
- All other duties assigned



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Minimum Qualifications:

- High School Diploma or GED
- Two years of experience in customer service, real estate, collections, or a related field
- Must understand the legal process for tax collections
- Ability and availability to complete additional training or educational requirements
- Must be professional in manner, well spoken, and concise
- Have any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Be able to work a flexible schedule
- Professional in manner, maintain a positive attitude, well spoken, and concise
- Possess strong critical thinking skills, an analytical mind, and problem-solving aptitude
- Considered proficient in MS Office Suite
- Advanced organizational skills with the ability to handle multiple assignments
- Possess strong effective communication skills both verbally and non-verbally
- Self-starter and take initiative
- Be able to work independently and on a team

Preferred Qualifications:

- Associates Degree or Bachelors' Degree in Business or in a related field