



DELINQUENT COLLECTIONS OFFICER

Salary Range: \$ 40,609 - \$ 65,380

FLSA: Non-exempt

Purpose of Classification:

The purpose of this classification is to collect delinquent taxes, levies, and sell properties and assets of real estate, personal property, and intangible taxes within all lawful guidelines while providing excellent customer service.

Essential Functions:

- Research and place calls to real and personal property owners with unpaid taxes.
- Investigates delinquent taxpayers and their assets using various skip-tracing methods
- Notifies individuals or lenders with security interests in property scheduled to be sold at a tax sale.
- Conducts inventory of delinquent business assets and seizes sufficient property to satisfy tax lien.
- Serves levies to real and personal owners and those with security interests, which may include posting tax sale notices on real estate or personal property.
- Appraises or develops opinions of value for delinquent properties.
- Prepares and places legal advertisements in the local newspaper.
- Performs title research through the Superior Court Clerk's Office and the Probate records to determine ownership and security interest of delinquent properties.
- Identifies errors in ownership, mapping and assessments that prohibit valid levies and collections.
- Assists in ensuring accuracy of all tax digest, dockets, computerized records, and FIFA documents.
- Arranges for secure transfers and storage of levied personal properties.
- Organizes and maintains files related to sale of property and updates any necessary computer systems and databases accounts as needed.
- Monitors special payment accounts.
- Research, investigates, and analyzes tax inquiries.

Minimum Qualifications:

- High School Diploma or GED
- One year experience working as a collector
- Two years of experience in customer service, real estate, or a related field
- Ability and availability to complete additional training or educational requirements
- Have any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- 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 Suite, preferably EXCEL
- 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
- Must be dependable and on-time daily
- Must be able to exhibit confidentiality regarding all matters

Preferred Qualifications:

- Property tax experience
- Associates Degree or Bachelors' Degree in Business or in a related field

Specific License or Certification Required:

- Must possess and maintain a valid Georgia driver's license.