

**ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION**

REVENUE COLLECTION OFFICER I

**POSITION CODE: 38401
Effective: 2-1-18**

DISTINGUISHING FEATURES OF WORK:

Under general supervision, in an assigned geographical area, develops experience in conducting field collection assignments and investigations involving the collection of delinquent taxes in cases where accounts do not qualify for normal in-house collection criteria; travels to taxpayer's place of business or meets with taxpayers and/or their representatives in the District Office, and other off-site locations for the purpose of resolving tax delinquencies or for providing assistance in completing the necessary forms and in working out a compliance agreement; responsible for security and deposit of all monies received, including sometimes large amounts of cash; physically locates evasive taxpayers through third party contacts; accompanies higher level collectors in canvassing for unregistered taxpayers, conducting on-site seizures due to nonpayment of taxes, and in the on-site collection of taxes during special events; prepares daily field reports.

This work differs from other classifications engaged in collecting tax revenues by the regular, ongoing field work required of all positions allocated to this series. Field collection work involves considerable travel within an assigned geographical area; a collector must have access to an automobile, possess a valid driver's license, and be prepared to tolerate and deal effectively and tactfully with evasive and uncooperative taxpayers often under hostile conditions.

ILLUSTRATIVE EXAMPLES OF WORK:

1. In cases where accounts do not qualify for normal in-house collection criteria, conducts field assignments and investigations involving the collection of delinquent taxes, and in determining taxpayer compliance to various tax laws; computes penalty and interest assessed to taxpayer, endeavors to collect the full amount owed; accepts and is responsible for security of and timely deposit of all monies collected, including cash payments.
2. Locates evasive taxpayers by traveling to specific areas to contact neighbors, employers, building agents, federal, state and municipal agencies; searches public records to locate individuals and business entities; canvasses continuously for new businesses in the district.
3. Discusses with taxpayer and/or their representative methods of liquidating previously determined tax liabilities, or for determining tax liabilities; completes and/or revises taxpayer's financial statement; determines taxpayer's financial condition and ability to pay; sets up a pay plan (schedule) for the taxpayer for collection of delinquent taxes on a monthly basis.

REVENUE COLLECTION OFFICER I (continued)

4. Travels to taxpayer's place of business or meets with taxpayers and/or their representatives in the District Office, and other off-site locations and provides tax information and assistance; explains taxable income and liability for penalties; assists taxpayers in completing applications and preparing tax returns.
5. Prepares daily field progress reports citing such information as the taxpayers contacted, the amount of money collected, and future meetings scheduled with the taxpayer; mileage, meals, lodging, parking fees, etc., and any field contacts made; prepares final reports on completed cases, incorporating supporting documents and evidence.
6. Accompanies higher level collection officers conducting more complex or technically difficult assignments; serves as a team member when the use of additional collection personnel are needed; e.g., to canvass for unregistered taxpayers, attend seizures to take inventories and secure and remove physical assets, and to collect taxes during special events, such as the State Fair, art fairs, and car shows.
7. Confers with higher level field collection officers to discuss the best method of action when collecting from taxpayers who are antagonistic and under extreme emotional distress.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college.

Requires completion of a Revenue Collection Officer Trainee program.

Knowledges, Skills and Abilities

Requires working knowledge of the various tax laws, rules, and regulations, court decisions and other legal opinions as applicable to the collection and compliance program.

Requires working knowledge of tax collection methods and techniques.

Requires working knowledge of accounting practices, methods and procedures.

Requires working knowledge of computer systems as related to the processing of various tax information.

Requires working knowledge of manual and automated office equipment and information technology.

REVENUE COLLECTION OFFICER I (continued)

Requires ability to prepare comprehensive written and oral reports.

Requires ability to conduct assignments and exercise good judgment and discretion in analyzing facts and evidence.

Requires ability to establish and maintain effective and cooperative working relationships with taxpayers, the public, other agency staff, and employees.

Requires ability to apply tax laws, rules and regulations appropriately to collection and/or compliance situations encountered on assignments.

Requires ability to travel, often keeping irregular hours in the conduct of collection activities.

Requires access to an automobile, and possession of an appropriate valid driver's license for the operation of a motor vehicle.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a language other than English at a colloquial skill level to perform the duties of the position. Some positions may require candidates to possess specific effective communication skills such as, but not limited to, Braille, sign language or another form of manual communication.