

REVENUE ENFORCEMENT AGENT ROLE

Role Summary

The Revenue Enforcement Agent Role consists of four grade levels (9-12). Incumbents are the initial contact for collection of delinquent accounts. Incumbents coordinate collection activities and ensure compliance. This involves researching and analyzing information using a wide variety of enforcement and collection methods to secure repayment of liability to the state. Work in these grades ranges from contacting employers and financial institutions to ensure the collection of debt and developing and enforcing payment plans to enforcing Warrants for Distraint and initiating, coordinating, and participating in property seizure activities. Primary contacts are with the bureau chief, unit manager, customers with liabilities to the state, other department staff, outside collection agencies, credit bureaus, law enforcement agencies, other state agencies, local governments, and federal courts.

Working Conditions

Significant public contact with taxpayers and sources of information. Subject to considerable stress resulting from excessive caseloads, negative public image, verbal abuse, and hostile taxpayers. Considerable work time spent on the computer and phone.

Education and Experience

- Grade 9: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and one year of research experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 10: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and two years of investigative debt collection or credit/finance experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 11: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school, college-level accounting course work, and three years of investigative debt collection experience including credit/finance work. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 12: competencies and degrees of proficiency knowledge and skills are typically acquired through a combination of education and experience equivalent to graduation from high school, college-level accounting course work, and four years of investigative debt collection, credit/finance, and legal collection experience. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Grade 9

Predominant/Essential Duties

- Review and distribute customer correspondence to appropriate personnel.
- Assist with research and creation of bankruptcy cases.
- Release Warrants for Detainment.
- Maintain relationships within the department, external agencies, local governments, and professional organizations to coordinate collection activities.
- Accountable for compliance with state and federal laws and regulations.
- Research, develop, and maintain customer profiles using the integrated tax system.

Grade 10

Predominant/Essential Duties

- Prepare progress reports for management as required.
- Review and evaluate rules, policies, and procedures of the collection process.
- Accountable for compliance with state and federal laws and regulations.

- Contact customers by phone, in person, or through written correspondence for debt collection and compliance of smaller dollar accounts.
- Assist with research, creation, monitoring, and closing of bankruptcy cases.
- Research and analyze taxpayer information.
- Develop and enforce payment plans of smaller dollar accounts.
- Perform write-offs of non-collectable accounts, confiscate refunds, refund overpayments, and research and transfer misapplied payments to smaller dollar accounts.
- Prioritize, monitor, and resolve accounts.

Grade 11

Predominant/Essential Duties

- Prepare-progress reports for management as required.
- File Proofs of Claim.
- Review and evaluate rules, policies, and procedures of the collection process.
- Accountable for compliance with state and federal laws and regulations.
- Contact customers by phone, in person, or through written correspondence for debt collection and compliance of smaller dollar accounts.
- Research, create, monitor, and close bankruptcy cases.
- Research and analyze taxpayer information.
- Prioritize, monitor, and resolve accounts.
- Perform write-offs of non-collectible accounts, confiscate refunds, refund overpayments, and research and transfer misapplied payments.

Grade 12

Predominant/Essential Duties

- Provide training for department staff.
- Research and analyze taxpayer information.
- Prioritize, monitor, and resolve accounts.
- Perform write-offs of non-collectible accounts, confiscate refunds, refund overpayments, and research and transfer misapplied payments.
- Generate legal documents that need to be recorded with the Clerk of District Court to establish judgments on behalf of the department.
- Contact employers and financial institutions to enforce the Warrant for Distrainment.
- Initiate, coordinate, and participate in property seizure activities.
- Research, analyze information, develop, and enforce Offers in Compromise.
- Initiate wage and fund levies to secure payments to decrease/resolve outstanding liabilities to the state.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Revenue Enforcement Agent Role

Competencies	Grade 9 Under Guidance	Grade 10 Under Guidance	Grade 11 Minimal Guidance	Grade 12 Independently
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	A	B	C	C
Demonstrated knowledge of collection methods and procedures.	A	B	C	D
Demonstrated ability to think creatively and recommend innovative solutions.	B	B	C	D
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	B	B	C	D
Demonstrated analytical skills relative to the role.	B	B	C	C
Demonstrated research skill relative to the role.	B	B	C	C
Demonstrated skill and ability to work on multiple tasks.	B	B	C	C
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	N/A	A	B	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	B	B	B	C
Demonstrated knowledge and ability in negotiation techniques relative to the role.	N/A	B	C	D
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	N/A	B	C	D
Demonstrated knowledge and application of financial management skills.	N/A	A	B	C
Demonstrated knowledge and ability in organization techniques relative to the role.	B	B	C	C

Degree of Proficiency

A: A degree of knowledge, skill or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill or ability evidencing complete mastery and understanding of the subject.