

CLASS SPECIFICATION

Town of Hilton Head Island, South Carolina



This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title:	Revenue Collector
Department:	Finance
Class Code:	2060
Salary Grade:	G11
FLSA Designation:	Non-Exempt

General Statement of Duties

The principal function of an employee in this class is to perform a variety of duties to ensure the enforcement and collection related to the Town's Business License and Taxation Ordinances. The work is performed under the supervision and direction of the Inspections, Collections, and Audit Manager, but considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all levels of Town staff and the general public.

Examples of Essential Functions

(Examples are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position. Members of this classification may be required to perform a combination of the tasks below.)

- Enforces the Town's Business License and Taxation Ordinances through various inspections, collections and auditing efforts; issues warnings or citations for businesses in violation of the Code;
- Generates and documents contacts (calls or field visits) with businesses to ensure compliance with business license, hospitality tax, accommodations tax, and beach preservation fee ordinances; records all actions and contacts in business license and/or record management software;
- Investigates and searches for unlicensed businesses and tax accounts using a variety of research and inspection methods; ensures the unlicensed businesses properly apply and receive a business license/tax account;
- Contacts existing businesses regarding license renewals and tax account deadlines;
- Audits unlicensed and licensed businesses to determine that proper payment has been made; determines gross income through analysis of accounting and banking records, tax records and returns, and supporting documentation of their tax and legal structures; calculates taxes and penalties due;
- Determines defensible estimates of amounts owed by non-compliant businesses, prepares and files assessments and liens as appropriate;
- Prepares and presents cases in Municipal Court, presenting direct and indirect evidence to include witness testimony as necessary;
- Prepares case materials for assessment appeals and revocation and denial appeal hearings;
- Establishes, monitors, and enforces payment plans to assist businesses to become current with their taxes;
- Inspects, reviews, and monitors all Vehicle for Hire accounts; investigates alleged violations of the Code;
- Coordinates with outside agencies to identify new sources of business license income and to ensure continuity of implementation and compliance with Town and State codes;
- Educates new and established businesses to improve understanding of and voluntary compliance with Town codes;
- Provides assistance to Revenue Specialists as needed;
- Assists the Revenue Collections Specialist as needed in the collection of EMS service and transportation fees;
- Follows general and position-specific safety regulations and procedures; identifies, corrects and/or reports safety hazards (*See Safety Manual for details*);

- Performs emergency or disaster-related duties as assigned;
- Performs other directly related duties consistent with classification role and function.

Knowledge, Skills and Abilities

- Knowledge of the applicable sections of the Town's Code of Ordinances; and applicable sections of the Town's Land Management Ordinance;
- Knowledge of the general policies, procedures, and practices of other departments as they related to the issuance of business licenses;
- Knowledge of accounting and tax reporting methodologies;
- Knowledge of applicable laws and regulations governing collection and methods;
- Knowledge of HIPPA;
- Knowledge of the interrelationship of activities with SC Secretary of State, SC Office of Regulatory Staff, SC Department of Revenue, Beaufort County Assessor's Office, other local and County Business License offices, and SC MASC;
- Ability to deal with a wide range of personalities;
- Ability to exercise judgment and discretion in interpreting and applying established policies and procedures in determining delinquent accounts and approving applications;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to handle confidential information with appropriate discretion;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Minimum Qualifications

- Associate's Degree in Business Administration or related; and
- Some accounting and collections experience; or
- Any combination of education, experience, special qualifications and training that provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.
- Valid Drivers' License.

Work Conditions and Essential Physical Abilities

Principal duties of this class are performed in a general office environment and require the following essential physical abilities:

- Sedentary work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body;
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling;
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound;
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes;
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely;
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading;
- Visual Acuity 4: Have visual acuity to operate motor vehicles and/or heavy equipment.