

COLLECTION CLERK (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical work involving responsibility for a variety of collection functions primarily including, but not limited to, handling inquiries and speaking with customers. An incumbent in this position is required to interact with Spanish-speaking individuals at a fluency level indicated in the Note below. The work is performed under the direction of a finance supervisor or administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Responds to telephone and in-person inquiries regarding tax collection matters by providing basic information, referring people, as appropriate, etc.;

Resolves problems and complaints made by taxpayers;

Receives, records and inputs monthly and quarterly tax payments, as directed;

Explains and processes routine installment agreements;

Acts as liaison with Department of Law to determine the status of delinquent accounts;

Computes amounts owed for payoff of existing contracts in accordance with guidelines and established procedures;

Record daily cash payments and processes daily closeout of collections;

Provides basic information to title companies and attorneys regarding payment of taxes;

May perform a variety of clerical duties, as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the County's tax collection procedures*; good knowledge of office terminology, procedures and equipment; good knowledge of recordkeeping procedures applicable to tax collection functions*; good knowledge of business arithmetic and English; working knowledge of colloquial Spanish; ability to understand and carry out basic oral and written instructions; ability to understand and interpret basic written material; ability to explain tax collection procedures and requirements; ability to perform clerical functions; ability to use computer software as it applies to the tax collection function*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and two (2) years of office clerical or business experience, one (1) year of which must have substantially involved public contact**.

NOTES:

1. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g. technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possesses adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

(over)

*To be demonstrated during the probationary period.

**Public Contact shall be defined as: Contact with clients, customers, or members of the public that involves persuasion, negotiation, counseling, gathering, disseminating or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.