

**City of Chattanooga**  
**Classification Specification Title: Revenue Specialist 1**

**Department: Finance**

**Pay Grade: GS.04**

**Supervision Received From: Asst. City Treasurer**

**FLSA Status: Non-Exempt**

**Supervisory Responsibility For:**

**Established: 6/29/07**

**Revision Dates: 4/30/25;  
4/4/25; 10/20/23; 10/5/16**

**CLASSIFICATION SUMMARY:**

Incumbents in this classification are responsible for processing, recording and verifying tax applications and receipts for sewer, property and business, water quality fee collections and revenue collections from various City departments. Duties include: recording entries; completing reports; and handling telephone inquiries. Work is performed with moderate supervision.

**SERIES LEVEL:** The Revenue Specialist 1 is the first level of a three level utility revenue series.

**ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Provides customer service via phone, walk-in and/or electronic method, related to the collection of all current and delinquent property taxes and business licenses, permits and related matters.

Receives and verifies the accuracy of incoming revenue and collection reports from departments which includes currency, checks, electronic funds and credit cards; enter data into appropriate systems and processes reports for balancing.

Prepares a variety of reports related to tax revenues, delinquencies, and/or other applicable items.

Assists taxpayers in completing and/or renewing business licenses and a variety of permits

Processes a variety of permit applications, business license applications, permit renewals, current and delinquent tax payments, voucher payments, and other applicable items, which may involve: setting up classifications and determining appropriate license to issue; verifying information for completeness and accuracy; entering information into applicable database; issuing permit numbers; determining interest and penalty amounts; contacting customers regarding incomplete or incorrect information.

Coordinates the printing and mailing of business permits, deficiency notices, collections letters, informational errors or omissions notifications, and licenses. Coordinates the annual current property tax mailing; reviews the property and business permit notices and resolves problems.

Receives tax payments, sewer payments, and balances property and business license receipts against applicable reports.

Coordinates delinquency program; investigates delinquent accounts; mails collection notices, letters, summons/complaint notices, and prepares applicable property liens; prepares orders for the sale of properties; appears in court to testify as needed.

Collect cash, check and credit card payments for sewer payments

Creates refund vouchers for sewer and property tax payments

Utilizes various systems to create different reports and to collect tax data.

Assist supervisor in updating and maintaining disconnect list

Enters and retrieves tax related collection information processing information and data into applicable database(s).

Performs bookkeeping and cashier activities, which includes: receiving payments; balancing daily funds; preparing daily collection reports; counting currency, coins, and checks; processing credit card payments; retrieving credit card information; balancing business licenses issued; making account adjustments; and/or, performing other related activities.

Maintains a variety of tax related data and information.

Maintains tax related documents and information; scans, indexes, and/or files information utilizing established guidelines and procedures.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and one (1) year of related work experience; or any combination of equivalent experience and education.

This is a career ladder position. This position will receive an automatic progression to Revenue Specialist 2 when the incumbent has achieved the required minimum qualifications and licenses/certifications for the next position in the series.

LICENSING AND CERTIFICATIONS:

None

SUPPLEMENTAL INFORMATION

Knowledge of applicable terminology; basic accounting principles; bookkeeping principles; customer service principles; cash handling procedures; mathematical concepts; modern office procedures; and recordkeeping principles and practices.

Skill in using a computer and related software applications; providing customer service; maintaining records; keyboarding; processing applications, permits, and related items following established guidelines and procedures; providing customer service; performing mathematical calculations; operating modern office equipment; handling cash; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

#### PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

#### WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

#### SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.