

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: 5/8/25
4/30/25; 4/4/25; 10/20/23
10/15/16**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing operational support within the City Treasurer's Office of the Finance Department. Duties include processing, recording and verifying Tax amounts and receipts for property tax, business license & permits, storm water fees. Revenue collections from various City departments.

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.)

Receives property tax and stormwater fee payments via mail, in person or over the phone. Verifies the accuracy of the payment which could include currency, checks, and credit cards. Apply payment to appropriate parcels in the property tax system and produce the daily balancing reports.

Processes the online electronic business license applications which may involve verifying the proper classifications of type of business per State law. Enter and/or verify that the license has been entered into the State site. Contact customers regarding incomplete or incorrect information on the business license application.

Provides customer service via phone, walk-in and/or electronic method, related to inquiries from citizens regarding current and delinquent property taxes and business licenses. Such as providing copy of tax bills/statements. Utilizes other systems from Hamilton County and State of TN Department of Revenue to process citizens inquiries.

Performs cashier activities accurately by maintaining a balanced cash drawer and following the departmental policy on cashier protocols.

Supports the Tax Relief staff and senior citizens regarding the senior programs which could include working a season with the Senior Program Coordinator.

Collects the mail from the city mailbox at the post office and drop box located on Newby St and distribute the mail to all Treasury staff.

Maintains tax related documents and information; scans, indexes, and/or files 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.