

City of Chattanooga
Classification Specification Title: Revenue Specialist 2

Department: Finance

Pay Grade: GS.05

Supervision Received From: Tax Manager

FLSA Status: Non-Exempt

Supervisory Responsibility For:

Established: 11/08/16

Revision Dates: 4/30/25;

**4/4/25; 10/30/24; 10/20/23;
8/02/22**

CLASSIFICATION SUMMARY:

Duties include receiving and posting payments for Property Taxes, Stormwater Fees, Business License and Business permit fees. Troubleshoot customer issues, create bankruptcy proof of claims and post payments received from bankruptcy court. Create AR Invoices for wholesale Liquor and wholesale Beer and Liens as needed. Review and process AR Receipts for the City of Chattanooga. Work is performed with limited supervision.

SERIES LEVEL:

The Revenue Specialist 2 is the second 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.)

Verifies property tax amounts, collects, and enters property tax payments into the system.

Communicates with taxpayers, title agencies, and other entities regarding tax amounts due.

Accurately calculate and quote past, current and future tax balances. Researches misapplied tax payments and correspond with taxpayers. Communicates with Nationwide Recovery Service collection agency to research stormwater fee amount and provides documentation.

Researches and prepares bankruptcy documentation for City Attorneys and maintains bankruptcy files.

Verifies and calculates property tax amounts due regarding bankruptcy. Serves as a point of contact for taxpayers, their attorneys or court systems and title companies on bankruptcy balances due.

Allocates payments to Clerk and Master and Bankruptcy Trustee.

Assist the public in creating Business Licenses and Business permits, by navigating them through the online licensing system. As well as collecting the Business License and Business Permit fees.

Inputting the Business License information into the State of Tennessee system to ensure accuracy and consistency between the State and the City. Issue licenses from the State site as well as recreate duplicates upon request.

Reviews and verifies incoming A/R Billing Invoices submitted through the AR module from various departments in the city. Ensure that AR receipts are applied to the matching invoice received from other City departments, including deposit slips, electronic transfers, credit card settlements, and other documentation. Creates ADFDI spreadsheets for various miscellaneous money received in the Treasurer's office such as Wholesale Liquor and Beer and Liens.

Manages multiple City email accounts. Responds to emails regarding property tax, stormwater, business license, and permits on a regular basis. Participates in the implementation of new software applications related to the Treasurer's office.

Maintain an accurate cash drawer day-to-day. Print reports of transactions to reconcile the daily check and cash collections of payments entered into the tax system. Have basic knowledge (or know where to find basic information) of departments for the city and county: what they do, where they are located and their contact information to ensure citizens are assisted to the best of our ability.

Works closely with the Tax Relief staff and senior citizens regarding the senior programs.

Receive and distribute daily mail from the postmaster and collect mail from the drop box. During off season, collect mail from the post office.

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 two (2) years 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 3 when the incumbent has achieved the required minimum qualifications and licenses/certifications for the next position in the series.

LICENSING AND CERTIFICATIONS: None

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles; basic mathematical concepts; modern office equipment and records maintenance principles and practices. Skill in using a computer

and related software applications; providing customer service; performing mathematical calculations; operating modern office equipment; preparing business correspondence; conducting routine research; preparing and maintaining applicable records and information; communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. 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.