

City of Chattanooga
Classification Specification Title: Revenue Specialist 3

Department: Finance

Pay Grade: GS.06

Supervision Received From: Tax Manager

FLSA Status: Non Exempt

Supervisory Responsibility For: None

Established: 4/28/25

Revision Date: N/A

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. The incumbent is responsible for performing more complex tasks including documenting work processes, preparing reports, trouble shooting, and providing guidance to the other specialists in the Treasury.

SERIES LEVEL: The Revenue Specialist 3 is the third level of a three-level revenue specialist 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.)

Act as a liaison between business owners and the Department of Revenue. Consult and direct business owners in regard to classifications and State of TN T.C.A requirements. Preserve an operational, positive relationship between the city and the taxpayers as well as the city and local business owners.

Create standard operating procedures for Treasury processes.

Serves as the main point of contact with the City Attorney regarding the preparation of back tax statements, and proof of claims.

Train new co-workers on various computerized and document imaging systems.

Process electronic payments from the First Horizon Lockbox. Log into the exception module and verify check images against the property information prior to applying the payment.

Process Clerk and Master file. Download payment register from the Clerk and Master site. Add

charges to the parcels in the property tax system. Post the payment by uploading the file.

Perform procurement function for the treasury division. Maintain a spread sheet of purchase orders and invoices. Receive the invoices against the appropriate Purchase orders in Oracle in a timely manner.

Research and prepare bankruptcy documentation for City Attorneys and maintain bankruptcy files.

Verify and calculate 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.

Create and maintain bankruptcy files for each bankruptcy case as well as managing payments received from bankruptcy trustee.

Research refunds and recommend a resolution to the City Treasurer. There are so many events if combined it would trigger a refund for property tax and/or stormwater fees. If a homeowner, his mortgage company, and the title company pay the taxes. Also, assessment changes from the assessor's office could trigger a refund. In addition, the stormwater department may remove fees from certain parcels. The incumbent should analyze the reason(s) for the refund, type of refund, and who should be receiving the refund.

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, Exhibit Fees. Maintain a google spreadsheet for each vendor that miscellaneous money has been received.

Manage 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.

Communicate with taxpayers, title agencies, and other entities regarding tax amounts due. Accurately, calculate and quote past, current and future tax balances. Research misapplied tax payments and correspond with taxpayers. Assist in the creation of standard operating procedures for Treasury processes. Communicates with Nationwide Recovery Service collection agency to research stormwater fee amount and provides documentation.

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.

Input 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 re-create duplicates upon request.

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.

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 accommodation, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

High School Diploma or GED and three (3) years of related work experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

SUPPLEMENTAL INFORMATION:

Knowledge of applicable terminology; basic accounting 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, 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, 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.