



# BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: 4/4/2023

*\*= Mandatory, information must be provided*

Click or tap the boxes to enter text. If not applicable, indicate "N/A".

**\*Title:**

Classification and Compensation Matters- New Job Classifications

**\*Introduction/Background:**

The proposed Tax Collection Specialist I and Tax Collection Specialist II job classifications will provide a more accurate description of the work assigned to these positions within the Treasurer's Office, as well as define the qualifications required to be successful in these positions

**\*Discussion:**

The Treasurer's Office is currently using generic administrative job classifications for the roles described above. These two new job classifications have been developed that more clearly define the duties and responsibilities attributed to each of these positions. If approved, the new job classifications will enable the department to recruit candidates with the appropriate education and experience to perform the required duties and responsibilities.

**\*Conclusion:**

The proposed Tax Collection Specialist I and Tax Collection Specialist II job classifications will provide a more accurate description of the work assigned to these positions within the Treasurer's Office, as well as define the qualifications required to be successful in these positions

**\*Recommendation:**

It is recommended the following job classifications be approved for use within the County's classification system: Class Code 1138, Class Title Tax Collection Specialist I, Salary Grade 34, Salary Range \$35,297 - \$52,166, EEO Code 6 (Administrative Support), FLSA Code Non-Exempt (Paid Overtime)/ Class Code 1139, Class Title Tax Collection Specialist II, Salary Grade 37, Salary Range \$37,544 - \$55,868, EEO Code 6 (Administrative Support), FLSA Code Non-Exempt (Paid Overtime).

**\*Fiscal Impact:**

The creation of these job classifications has no immediate cost impact to the County as any additional costs incurred in hiring a position allocated to this job classification will be borne by the department from within its current budget. Cost impact in the future budget years will be planned for by the department through the County's normal budget process.

**\*Board of Supervisor District:**

1    2    3    4    5    All

Department: Human Resources

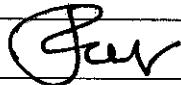
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Department Director Signature:  Date: 3/17/23

Deputy County Administrator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

County Administrator Signature:  Date: 3/20/23

*Code: 1138*

*Title: TAX COLLECTION SPECIALIST I – TREASURER'S OFFICE*

**SUMMARY:** Provides complex professional services regarding property tax collections for Pima County Treasurer's Office. This classification is distinguished from the Tax Collections Specialist II by its focus on payment collection and review.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Assumes the duties and responsibilities of running a cash drawer, provides safe and secure storage, keeps all cash receipts to support reconciliation, and assumes personal liability for any cash losses or discrepancies;

Reconciles daily collections to system reports, researching and adjusting any errors or inconsistencies; Reconciles daily tax lien redemptions to reports generated by tax collection system, corrects errors and prepares payment documents and redemption reports for distribution to investors;

Provides advice to County staff and the public on property tax based on current Arizona Revised Statutes and Treasurer's Office procedures;

Fulfills and responds to research requests submitted by public or internal County projects;

Documents research results, refund and payment reallocation requests and details related to public inquiries in parcel notes for future reference by fellow staff and administration;

Researches erroneous payments made by private citizens or institutions acting as the owner's agent, coordinates with the appropriate parties to resolve the issue;

Collects, reviews and retains supporting documentation in compliance with statutory requirements and redacts and disposes of sensitive information properly;

Reviews current and delinquent Real, Secured, and Unsecured property tax statements and records, verifies ownership and property classification and advises the public on how to make any necessary changes;

Prepares and distributes letters and notifications regarding tax payments and payment errors to submitter.

#### **KNOWLEDGE & SKILLS:**

Knowledge of:

- general office practices and procedures;
- Treasurer's Office policies and procedures;
- Arizona Revised Statutes related to property tax;
- business English, grammar, composition and spelling;
- accounting principles, practices, and methods;
- computer software including spreadsheets, word processing documents and databases.

Skill in:

- assessing customer needs and ensuring customer's receipt of needed services through personal service or making appropriate referrals;
- communicating effectively, both orally and in writing;
- cash handling, verification and identification of counterfeit bills;
- making routine mathematical calculations;
- maintaining records, databases and spreadsheets;
- operating a variety of standard office equipment.

MINIMUM QUALIFICATIONS:                    EITHER:

(1) Four (4) years of experience performing administrative activities for an office, department, specialized program, or business.  
(Additional relevant experience and/or education from an accredited college, university, or vocational/technical school may be substituted.)

OR:

(2) One (1) year of experience with Pima County in either a clerical or paraprofessional administrative classification.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain the required licensure shall be grounds for termination.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Proposed New Job Classification 3/2023

Code: 1139

Title: TAX COLLECTION SPECIALIST II –TREASURER'S OFFICE

**SUMMARY:** Provides support for the administrative processes of the Treasurer's Office, facilitating accurate accounting fiscal oversight and reconciliation of the use of funds and serving as the point of contact for internal and external financial inquiries. This classification is distinguished from the Tax Collection Specialist I by its authority to review and prepare documents, the accounting knowledge required and potential for lead responsibilities.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Maintain accounting and bookkeeping records and filing systems, enter data into computer systems, process transactions, and update accounts;  
Reconciles daily collections to system reports, researching and adjusting any errors or inconsistencies;  
Reconciles daily tax lien redemptions to reports generated by tax collection system, corrects errors and prepares payment documents and redemption reports for distribution to investors;  
Reviews refund checks and memorandums for accuracy and completeness, researches errors and prepares general journal entries for corrections, prepares final refunds for mailing;  
Reviews source documents, researches payments, calculates interest and fees, reconciles journal entries, prepares refund memorandums and distributes revised tax statements;  
Researches automated payment file exceptions, makes appropriate adjustments, closes batches, and manually corrects what could not be resolved within the batch;  
Analyzes tax roll corrections uploaded to the department's system for processing;  
Answers public inquiries on property tax based on current Arizona Revised Statutes and Pima County Treasurer's Office related procedures;  
Collects, verifies and posts payments to the County Treasurer's collection system;  
Collects, reviews and retains supporting documentation in compliance with statutory requirements and redacts and disposes of sensitive information properly;  
Researches erroneous payments made by private citizens or institutions acting as the owner's agent, coordinates with the appropriate parties to resolve the issue;  
Fulfills and responds to research requests submitted by public or internal County projects;  
Documents research results, refund and payment reallocation requests and details related to public inquiries in parcel notes for future reference by fellow staff and administration;  
Reviews current and delinquent Real, Secured, and Unsecured property tax statements and records, verifies ownership and property classification and advises the public on how to make any necessary changes;  
May lead and train other staff.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- general office practices and procedures;
- business English, grammar, composition and spelling;
- basic accounting principles and procedures and their application to property tax collection and reporting;
- financial systems, basic accounting principles, and processes of accounts payable and receivable;
- Treasurer's Office policies and procedures;

- Arizona Revised Statutes related to property tax;
- principles and practices of supervising and training employees;
- computer software including spreadsheets, word-processing documents and databases.

Skill in:

- establishing and maintaining effective working relationships at all organizational levels, as well as with other agencies and the public;
- maintaining a high degree of initiative, maturity, integrity, loyalty, accountability, and good judgment;
- preparing a variety of reports, letters, memoranda and other communications;
- interpreting, applying, and explaining Treasurer’s Department standards and procedures, applicable Federal rules and regulations, and County policies and procedures;
- cash handling, verification and identification of counterfeit bills;
- making routine mathematical calculations;
- maintaining records, databases and spreadsheets.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Six (6) years of experience performing administrative activities including accounting, general bookkeeping, financial recordkeeping, or a related field as defined by the Appointing Authority at the time of recruitment.

(Additional relevant experience and/or education from an accredited college, university, or vocational/technical school may be substituted.)

OR:

(2) Three (3) years of experience with Pima County in either a clerical or paraprofessional administrative classification.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain the required licensure shall be grounds for termination.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.