

**Duties and
Responsibilities
(continued)**

- Supervise reviews and approves preparation of documents related to cases sent to Law Department for litigation.
- Serves as liaison between the Finance Department and Collection Agency to ensure that all inquiries on agency accounts are properly resolved.
- Assists other divisions and other City Departments involved in the licensing of businesses and/or collection of various City taxes or special assessments.
- Assists payroll companies with establishing electronic payment options.
- Engages with the City's Treasury Department, system administrator and lockbox vendor to resolve system issues or payment inquiries.
- Communicates with taxpayers to resolve problems related to licensing or registering businesses, billing and collecting various City taxes or special assessments, or to assist the staff with complex questions regarding the functions of assigned office.
- Obtains a working knowledge of the Revenue Division's integrated tax system, including the online public portal.
- Performed other duties as required or assigned.

Technical Skills

- Must demonstrate knowledge of business English, spelling, and math.
- Must demonstrate knowledge of principles and practices of public administration, research and analysis techniques, supervision and management principles, and problem solving techniques.
- Must demonstrate ability to interpret municipal and department laws, regulations and policies; make decisions in conformance with applicable laws, regulations and policies; design, implement and evaluate procedures for programs and activities. Collect , analyze and interpret data, and present oral and written reports; supervise and train team members engaged in customer service delivery; evaluate work performance; and establish and maintain effective working relationships with other employees and subordinates.
- Must sign and adhere to confidentiality agreement.

Education and Experience

Accredited Bachelor's degree and three (3) years of experience in a taxpayer unit or three (3) years of supervisory experience in a customer service environment.

OR

High school graduation or GED equivalent and seven (7) years of customer service experience with at least three (3) years in either a taxpayer unit or supervisory experience

**Certificates/
Licenses/Special
Requirements**

- May be required to be bondable.
- Must pass a background check as prescribed by the City.

**Supervisory
Responsibility**

Supervision is exercised over Taxpayer Specialists.

**Supervision
Received**

Work is performed under general supervision.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

2/06

Revised

9/06, 3/07, 07/10, 11/16, 8/22, 9/25