

# Washtenaw County

## JOB DESCRIPTION

**Job Code: 1964**  
**Employee Group: 11**  
**Admin Action: 11/15/02**  
**Reclassified: 2008**

**CLASS TITLE: TAX SPECIALIST**  
**DEPARTMENT: TREASURER**  
**FLSA STATUS: Non-Exempt**

### **JOB SUMMARY:**

Under the supervision of a higher classified employee, serves as Tax Specialist, performing the tasks associated with tax collection and customer outreach. An understanding of property tax is required, as well as the ability to use prudent and independent judgment. Must interact with all group levels, including local township treasurers, the public, local assessors and service partners. Resolves problems and trains lower level employees in tax procedures. Represents the elected County Treasurer in personal visits to delinquent properties, and in other forms of customer outreach.

### **EXAMPLES OF DUTIES**

#### **Essential Duties:**

- 1. Research:** Work with other county departments to gather information; utilize tax accounting programs; research of Michigan General Property Tax Act; research parcels for title, ownership, tax information; use knowledge of local government taxing procedures; research ownership and liens through CRIS; contact local Assessors and Treasurers for parcel and other information.
- 2. Visits:** Personal visits to delinquent properties, per state law requirements; use of GIS mapping system to retrieve aerial maps of properties; coordinate with state or local law enforcement for necessary escorts; prepare information packets for visits.
- 3. Taxpayer Outreach:** Interact with citizens; work with social worker to refer at-risk clients; counsel taxpayers that are at risk of foreclosure; provide payment option information, (ACH debit, partial payments, and credit cards) to taxpayers.
- 4. Documentation Preparation:** Prepare legally required documents such as, but not limited to, tax notices, redemption certificates; put together court documents for foreclosures; prepare records for filing with the Register of Deeds.
- 5. Records Management:** Filing documents; maintain record of title searches; attend court hearing with client files.
- 6. Auction Support:** Assist with auction.
- 7. Meetings:** Coordinate efforts with staff from various authorities, non-profit organizations, and associations regarding tax delinquent parcels.
- 8. Other duties as assigned:** General office duties; assist with process of dog licenses.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

## **TAX SPECIALIST**

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#### **EMPLOYMENT QUALIFICATIONS**

Willingness to learn specialized tax software, document imaging retrieval software, GIS software.

Willingness to make personal visits to properties with delinquent taxes

Valid driver license, with good driving record

Computer application related to the work (e.g. Word processing, Excel, Microsoft Office)

Knowledge of real estate, local government, and property records

#### **Skilled in:**

Providing attention to detail, accuracy, and consistency.

Performing mathematical calculations with speed and accuracy.

Setting priorities, coordinating multiple projects and meeting critical deadlines.

Using sound, independent judgment within established policy and procedural guidelines.

Operating standard office equipment, including but not limited to, personal computer, fax machine, photocopier, calculator and digital & Polaroid camera.

Performing effectively under stress, attaining precise set limits, tolerances and standards.

Communicating effectively with the public and local officials over the phone and in person.

Preparing clear and concise written correspondence.

Exercise good judgment in handling confidential customer information.

#### **PHYSICAL DEMANDS**

Duties require sufficient mobility to work in a normal office setting and use standard office equipment, including a computer, vision to read printed materials and a VDT screen.

Hearing and speech sufficient to communicate in person and over the telephone

Sufficient mobility to visit delinquent properties throughout the county

Duties may require transportation and placement of signs on delinquent property.

These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

#### **EDUCATION**

Possession of a Bachelor's Degree in Public Administration, Social Work, or related discipline.

#### **EXPERIENCE**

A minimum of one (1) year of experience performing property-related tasks. Six-month break-in period.

This class description intends to identify the major duties and requirements of the job and should not be interpreted as all-inclusive. Incumbents may be requested to perform job-related duties other than those outlined above and may be required to specific job-related knowledge for successful job performance.