



Job Description

<i>Job Title:</i> Revenue Assurance Tax Collector	<i>FLSA Status:</i> Non-Exempt 2080
<i>Pay Grade:</i> 21	<i>Location:</i> Administration - Finance

General Statement of Duties

This individual will effectively Oversees the property tax and supervise the customer service functions of the City and ensure the full recognition of revenue through metric analysis and other assurance functions.

Distinguishing Features of the Class

The employee is responsible for the annual property tax billing and collection process to ensure compliance with State of North Carolina Machinery Act. Typical duties include responding to telephone or walk-in customers, explaining tax statements and penalties to the public, maintaining and updating databases, preparing and mailing annual tax billing statements, preparing and mailing a tax bill to each person, or authorized agent, in whose name property is listed on the tax roll and recording and processing payments collected.

This role also ensures the full recognition of utility revenue through leakage mitigation and prevention procedures. Enhance revenue capture through system analysis and system reconciliation i.e., RNI, Sensus, and Edmunds. Promote proactive customer service through automated notification and analytical customer usage reporting. Create and maintain the executive KPI monthly reporting package. Performs supervisory responsibilities in planning training, reviewing work procedures and accuracy. Working includes balancing daily, deposits, receipts and financial reports; bank reconciliation; annual budget preparation and related financial processes.

Duties and Responsibilities

Essential Duties and Tasks

- Supervise the timely and accurate bill of all utility functions. Including the timely reconciliation of Edmunds billing records to Sanitation Vendor Billing records. Budget monthly revenue budget analysis and Annual Property Tax billing.
- Serve as the primary administrator of the smart meter system, Sensus.
- Maintain and oversees the unpaid accounts management and automated notification processes.
- Oversees the accounts payable functions ensuring adherence to City purchasing policies and procedures.
- Maintains vendor files; receives W-9's and adds new vendors; communicates with vendors

- on invoice and payment issues; produces and distributes annual 1099 reports.
- Administer business license and beer & wine billing and collection program. Answer and resolve business owner questions and issues.
- Organizes and prepares the departmental procurement card transactions and credit card allocation and balances.
- Audit/verifies revenue collections for accuracy and answer questions/resolve issues on utility accounts.

Additional Job Duties

Performs related duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Strong analytical skills with the ability to translate data into useful actionable information.
- Strong command of Microsoft excel functions and features.
- Extensive knowledge of accounting and finance in relation to account receivable, accounts payable and billing.
- Ability to work accurately with money, check and/or large volumes of data and accurately perform standard mathematical calculations. Execute basic analytical functions.
- Ability to plan, organize and supervise the work of others.
- Work knowing of business licenses and beer and wine billing and collection functions.
- Ability to organize, coordinate and administer multiple tasks efficiently and effectively.
- Ability to communicate effectively in both oral and written forms.
- Working knowledge of the North Carolina Sales Tax refund procedures and processes.

Desirable Education and Experience

- Graduation from an accredited college or business school with a bachelor's degree in accounting or business Administration.
- At least 5 years of supervisory experience.

Physical Requirements

- Must be able to physically perform the basic life operational support functions of standing, crouching, reaching, pulling, walking, fingering, grasping, feeling, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Must possess visual acuity to prepare and analyze data and figures, perform accounting, operate a computer terminal and perform extensive reading.

Whiteville 2025