

Collection Services



Requirements

- Bachelor's Degree from an accredited college or university
- Experience in financial analysis or tax investigation a plus
- Educational degree in finance, business or criminal justice a plus
- Compensation commensurate with experience

Collection Services Officer Qualifications

Critical Thinking: Conducts examinations of businesses' financial data for purposes of determining collectability of accounts. Ensures compliance with state tax laws, rules and regulations

Examination: Collects and analyzes detailed financial information in accordance with Revenue policy and procedure to make recommendations for payment plans and offer in-compromise programs

Communication: Prepares and maintains records and reports of collections activities; provides assistance to taxpayers and their representatives; develops skills necessary to conduct a variety of contacts for collection

Continued Learning: Keeps informed on latest tax legislation and court decisions to best advise taxpayers on matters; answers questions about tax laws and collection processes

Initiative: Locates and values taxpayers' assets; resolves taxpayers' complaints; determines causes and solutions of liabilities of taxpayers who may not be in compliance with state tax laws

On-the-job Training: Interacts with supervisor and assigned coaches; initially works closely with such mentors to ensure competence and confidence with procedures and practices; engages in classroom and on-the-job training

Progression: Opportunities to excel and grow from entry level position and associated responsibilities to handling complex accounts in office or field work

Contact William Arth, Administrative Services Assistant, for more information about working in the Collection Services Division.

615.360.0417

William.Arth@tn.gov

www.tn.gov/revenue