

Position: **Benchmark Job #404**

Ministry: Finance and Corporate Relations

Working Title: **Collections Administrator**

Branch: Income Taxation

Level: Range 13 (Paid Range 14 per 13th Master.)

Location: Victoria

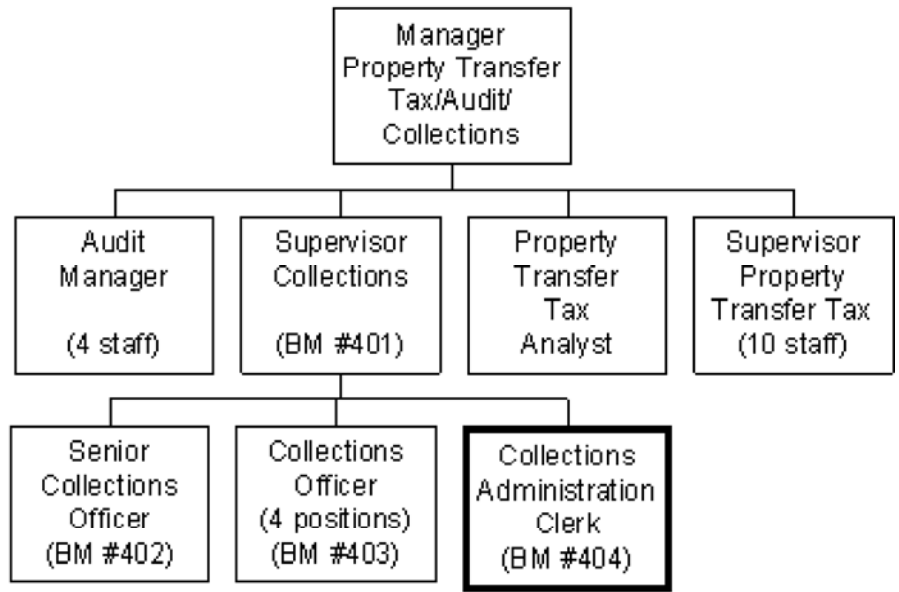
NOC Code: 1435

PRIMARY FUNCTION

To provide administrative support and collect delinquent taxes owing to the Province of less than \$1000 under eight tax acts and related federal and provincial legislation.

JOB DUTIES AND TASKS

1. Locates missing tax debtors and assets
 - a. searches computer databases such as credit bureau, Land Titles Office and ICBC for the location of delinquent taxpayers and verifies information received by cross-referencing to other data sources such as BC Hydro and Canada 411
 - b. contacts debtors' associates such as relatives, neighbours, bankers, accountants, lawyers and landlords by phone or form letter to obtain confidential information such as employment, assets and banking information
 - c. follows up on leads that may be provided throughout the search process
2. Provides administrative support to the Section
 - a. maintains and updates a computerized accounts receivable system
 - b. compares lists of refunds issued by the Audit Branch with outstanding accounts and requests refunds to be credited to outstanding accounts at the direction of the Supervisor or Senior Collections Officer
 - c. compiles lists of delinquent taxpayers and forwards to the federal government, requesting refunds be issued against taxpayers' delinquent accounts
 - d. responds to incoming collection and/or bankruptcy correspondence and phone calls
 - e. monitors foreclosure accounts identified by Collections Officers and establishes BFs to ensure required information is provided by lawyers, and follows up, if required
 - f. compiles month-end reporting statistics, files related documents and maintains logs of month end reports
 - g. tracks appeals and remission requests to the point of resolution and issues form letters to taxpayers, renewing legal notice and requesting payment
3. Collects delinquent taxes owing to the Province of less than \$1000
 - a. prepares standard legal notice letters, distributes to delinquent taxpayers, and BFs to follow-up
 - b. recommends demands and liens for registration in the Land Titles Office based on information provided by taxpayers responding to legal notice letters
 - c. negotiates and monitors payment proposals of up to three months in length
 - d. recommends write off of amounts under \$1,000 based on Section procedures and practices, such as writing off accounts less than twenty dollars



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand and apply accepted collections methods and procedures to provide administrative support and collect delinquent taxes owing to the Province of less than \$1000.</p>	E	145
2	<p>MENTAL DEMANDS</p> <p>Judgement required to assess financial and personal taxpayer information and choose an approach using a combination of accepted collections methods and procedures to locate missing taxpayers and assets, provide administrative support and take collection action.</p>	D	100
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Persuasion required to persuade debtors' associates such as relatives, neighbours and landlords to provide confidential information such as delinquent taxpayer location, employment, assets and banking information.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to use a computer keyboard to search databases, update customer accounts and produce documents with some requirement for speed to meet legislated deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by specific collections procedures, selects courses of action to provide administrative support and collect delinquent taxes owing to the Province of less than \$1000.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Significant financial responsibility to negotiate and monitor repayment schedules up to \$1,000 over three months.</p>	E	33

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set-up and maintain a multi-user accounts receivable system.	D	22.5
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Moderate care and attention to write-off accounts of less than twenty dollars.	C	15
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently visually focus on financial statements and computer screens to search databases, compile statistics and generate correspondence to taxpayers.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to computer screens and databases.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with hostile and angry delinquent taxpayers.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 462.5

Level: Range 13

Paid Range 14 per 13th Master.