TENNESSEE DEPARTMENT OF REVENUE

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

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

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 valuates 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