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.

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**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.

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TENNESSEE DEPARTMENT OF REVENUE