

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Revenue Agent 1

Definition

At the trainee level, learns to collect the maximum amount of overdue tax liabilities from taxpayers, which may include a variety of techniques, collection methods, and legal actions; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Locates and contacts taxpayers to attempt to collect delinquent taxes and money for returned checks through all applicable sources.

Educates and answers questions of the general public to acquaint and help them with tax matters by explaining provisions of state tax laws, rules, and procedures.

Initiates legal action to enforce compliance with tax laws under the direction of a Revenue Agent 3.

Prepares progress and final reports in order to explain the status or recommend disposition of cases by compiling and documenting information.

Investigates public records of deeds, contracts, estate files, death records, and/or bank records to learn to determine if property transfers may be subject to inheritance tax.

Competencies Required

Knowledge:

- Basic Arithmetic – Addition, subtraction, multiplication, and division.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Written Comprehension – Read and understand information and ideas presented in writing.

- Written Expression – Communicate information and ideas in writing so others will understand.
- Verbal Expression – Communicate information and ideas in speaking so others will understand.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.

Skills:

- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Coordination – Prioritizing, organizing, and accomplishing tasks.
- Persuasion – Persuading others to change their minds or behavior.
- Service Orientation – Actively looking for ways to help people.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking – Talking to others to convey information effectively.
- Negotiation – Bringing others together and trying to reconcile differences.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Two years of full-time work experience in bill or account collections.
- 2) A combination of a total of two years of education and full-time experience (as described in number one), where thirty semester hours of accredited college or university course work equals one year of full-time experience.

Notes

Some positions in this class may require an applicant to have the ability to pass a background investigation.

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Effective date: 05/15 KF