



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0305

TAX COLLECTIONS SUPERVISOR
GRADE M*

The individual assigned to this class is responsible for managing the accounts receivable section of the State Tax Department in conjunction with the controller and performing related collection activities. Duties include planning, organizing, and coordinating activities associated with the section; developing policies and procedures; and developing standards for performance of work by subordinates. Other duties consist of contacting and negotiating with delinquent taxpayers after normal collection procedures have failed; initiating appropriate legal actions; monitoring and evaluating collection activity to insure compliance with policies, procedures, and statutes; and performing various other duties commonly assigned to the position in this class.

Responsibilities associated with this class consist of duties that will vary depending upon circumstances and require substantial analysis to create the appropriate procedures, processes, or methods for accomplishing the work. Decisions require the application of learned concepts and/or theories to accomplish a broad range of activities. Guidelines are available within the work area but require some interpretation and/or adaptation for application to specific cases or problems associated with assigned duties. Management responsibility includes directing the work of others involved in activities of the same or a similar nature and generally working toward a common goal. Duties will be planned and accomplished under general guidance and direction and require coordination, policy interpretation, and individual initiative to resolve problems or conflicts that may arise. Responsibilities include making final decisions affecting organizational goals and objectives and providing control of the outcome of those decisions.

MINIMUM QUALIFICATIONS FOR ENTRY TO CLASS:

Requires a bachelor's degree in accounting, business or public administration, statistics, economics, or a closely related field and three years of work experience in accounts receivable or collections that included serving in a lead role. Additional years of work experience in accounts receivable or collections may be substituted for the formal education requirement on a year-for-year basis.

DESIRABLE KNOWLEDGE, SKILL, AND ABILITY:

Knowledge of the principles, concepts, and methodology needed to perform and/or direct duties associated with accounting, accounts receivable, and collection management. Requires knowledge, skill, and ability generally acquired and developed through formal education, extensive training, and/or relevant experience in work of an equivalent type and complexity. A high degree of interpersonal skill is required to be able to communicate with, motivate, and/or change behavior of others in the satisfactory performance of duties and responsibilities.

Eff. Date: 7/88

Rev: 1/00 – Word processing conversion

Rev: 7/12 – Conversion to Hay System; *Pay Grade Exception assigned 7/12; NDAC 4-07-04-11 & 4-07-04-12

Rev: 6/19 – Revised minimum qualifications