

### **JOB OPPORTUNITY**

We are looking for individuals who are coachable, resourceful, and who take initiative in the performance of their work to join our growing team!

Resumes will be accepted **through December 1<sup>st</sup>** (5 PM)

**JOB TITLE:** BUSINESS COMPLIANCE COLLECTOR 1  
**CLASSIFICATION:** NON-EXEMPT  
**GRADE:** GRADE 3 (starting at \$23.70/hr.)  
**DEPARTMENT:** TAXATION  
**REPORTS TO:** BUSINESS COMPLIANCE MANAGER  
**LOCATION:** BRECKSVILLE (HYBRID)

**About the Role:** The purpose of this position is to collect unpaid net profit and payroll withholding tax obligations by establishing payment plans, negotiating settlements and reaching an agreement with the taxpayer to resolve the balance, and bring accounts to a current status in order to ensure accounts are as current and balanced as possible.

**About RITA:** The Regional Income Tax Agency ("RITA") is an OPERS employer that offers low monthly premiums for health benefits for employees, spouses and dependents with no monthly cost for dental and vision coverage. Additional benefits include paid vacation and paid sick leave. An additional 3 days of personal time are available each year on employee's anniversary of date of hire.

**Work Environment:** You will be assigned to work primarily out of RITA's Brecksville office, with the opportunity to work a blended schedule, meaning some days in the office, some days working from home. Our dress when in the office is professionally casual – jeans are welcome. We thrive on collaborative work, and we are best as a team with each person doing their part.

### **EXAMPLES OF ESSENTIAL FUNCTIONS**

Business accounts have two separate and distinct types of taxes that interrelate with each other: withholding taxes and net profit taxes. Employees in this position must understand the different filing requirements, tax system account types and related components and transactions, and distinct editing functions between withholding taxes and net profit taxes in order to properly adjust account liabilities as required and provide quality customer service. Employees in this position must keep abreast of both withholding and net profit municipal income tax laws, rules and regulations, and department processes related to each.

1. Reviews lists of accounts with outstanding balances for the purpose of initiating collections process. Review includes analysis of account for processing errors, form preparation errors, duplicate account numbers (invalid accounts), misapplied payments, etc.
2. Evaluates collectability of penalty and/or interest charges based on abatement authorizations given to RITA by member municipalities and other pertinent criteria.
3. Evaluates required information needed to correct/adjust account balances, which may entail contacting taxpayers to provide further information to resolve the invalid balances.
4. Reviews employer W-2 files for wage-to-tax variances and reviews related individual accounts for potential payments made on variances assessed against the withholding account. Adjusts accounts accordingly for payments made and penalty and interest assessed. Notifies taxpayers of adjustments made to their accounts based on additional information received/utilized. Follows Department collection procedures to collect on remaining valid balances.

5. Researches addresses, phone numbers and other contact information of delinquent accounts from various databases and resources to locate taxpayers and other appropriate contacts to assist in account balance resolution.
6. Initiates correspondence with taxpayers via letters and telephone calls to establish payment plans. Negotiates and implements payment schedules with taxpayers or negotiates a lump sum settlement to successfully resolve unpaid tax obligations.
7. Prepares, corrects and edits employer municipal income tax withholding statements, and/or net profit tax returns. Reviews forms / returns / supporting documentation for accuracy, completeness and compliance with applicable municipal tax ordinances and Agency policies. Resolves disputes as necessary.
8. Provides information regarding municipal income tax codes, specific municipal ordinance information including municipal rules & regulations, and form preparation for both Net Profit and Withholding account types to resolve disputes as necessary.
9. Informs taxpayer of delinquent forms and tax system audit flag issues in order to resolve outstanding account issues.
10. Processes incoming payments made by credit card and/or check. Posts payments to accounts in RITA's tax system.
11. Reviews, organizes, and prioritizes on a daily basis all account activity, service requests, and transactions that may affect business collection accounts and balances.
12. Calculates tax liabilities owed to municipalities for delinquent business accounts. Creates calculation sheets detailing methods used to arrive at amounts owed. Calculates penalty and interest charges for each account.
13. Discusses the small claims court process and alternatives to legal action with taxpayers. Negotiates settlements for prejudgment accounts. Establishes and monitors payment plans for prejudgment and post judgment accounts and performs necessary follow up for past due plans.
14. Reviews delinquent income tax accounts and verifies that accounts meet the proper criteria before recommending legal action, such as balance within statute, corporate officer liability, valid balances due, etc.
15. Refers accounts for legal action when taxpayers fail to follow agreed-upon payment plan terms or fail to respond to notices of outstanding balances.
16. Documents policies / standard operating procedures for Business Compliance Collectors as a guideline for daily collection / legal processes.
17. Performs other related work as assigned.

This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, the Agency reserves the right to revise the job or to require that other or different tasks be performed as assigned.

**Physical Requirements:** The individual assigned to this position must be able to complete all physical requirements of the job, with or without a reasonable accommodation, which include, but are not limited to the following:

- Must be able to remain in a stationary position most of the time.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Frequently communicates with tax payers, tax preparers, members, etc. who have inquiries about their accounts. Must be able to exchange accurate information in these situations.

**About You:** Associate degree with course work emphasis in business; supplemented by a minimum of two (2) years previous experience and/or training that includes account collections; or an equivalent combination of education, training, and experience.

**How to Apply:** Please submit your resume to [RITAJobs@ritaohio.com](mailto:RITAJobs@ritaohio.com) no later than 5 PM on December 1, 2023. Only qualified individuals being considered will be contacted for an interview.

*The Regional Income Tax Agency (Agency) is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel decisions are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic. In compliance with the Americans with Disabilities Act, the Agency will seek to provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Agency.*