



Treasury Specialist I #03183

City of Virginia Beach – Job Description

Date of Last Revision: November 18, 2025

FLSA Status: Non-Exempt

Pay Plan: General

Grade: G16

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Under general supervision, perform administrative-clerical work in the processing of taxes and other fees within the City Treasurer's Office. Work involves maintaining accurate records, handling initial communications with taxpayers regarding basic inquiries in amount due or paid, and other customer service-related inquiries. Work also involves maintaining accurate records and delinquent account recovery activities in accordance with established policies, procedures, state statutes and Court orders for the collection of delinquent City fees and service billings. Employee must exercise limited independent judgment and take initiative in communications with taxpayers. This position is at-will and, therefore, serves at the pleasure of the Commissioner of the Treasury and is not considered part of the merit service as defined in City Code, section 2-75.

Representative Work Functions and Responsibilities

- Maintain general and subsidiary records to ensure accurate tracking and easy retrieval of information.
- Enter and maintain information from supporting records to ensure ledgers and databases reflect current information; generate and review financial and statistical reports, files, and records to ensure an accurate track of information; and maintain delinquent real estate, utility, personal property tax and other monetary records to serve as a basis for future collection efforts.
- Review records to ensure minimal mathematical errors or omissions and compliance with city policies; perform technical work which involves the ability to interpret state code and applying to taxpayer circumstances.
- Advise senior agents of issues related to tax and fee accounts.
- Update files and answer basic taxpayer inquiries (in person and by telephone).
- Assist clerical personnel with tax information.
- Operate various office equipment.
- May be cross trained in other functional areas of the department such as personal property, real estate, trust taxes, parking tickets, state/estimated income, miscellaneous invoices, payment processing, bookkeeping and/or delinquent collection functions.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.
- Prepare and mail delinquency invoices.
- Accept payments from customers for a variety of delinquent accounts receivables; including City fees and service billings, and court financial orders.
- Compile lists of customers with delinquent accounts and verify amounts owed; post payments to customer accounts; and participate in initial conversations regarding setting up payment plans when account holder does not pay the entire delinquent account balance in full.
- Assist account holders with account balances, ledgers, and questions; responsible for initial communications with citizens regarding payment plans for partial payments and for delinquent account recovery in accordance with the applicable City policies and procedures, state statutes or Court orders.
- Initiate and conduct account holder interviews to collect needed information or provide notification of escalated collection efforts including wage liens. Prepare related documentation and correspondence.
- Conduct research including skip traces of all available records, including Virginia Employment Commission and Department of Motor Vehicles, Court, and City databases

for account holder information including new addresses, employers, and assets.
Maintain complete documentation of all investigations.

- Coordinate collection efforts with third parties; including City utilities, Courts, and employers.
- Track and record payments.
- Compile records for debt set-off program.
- Maintain accurate records of delinquent accounts.
- Submit withholding information to DMV; release DMV registration blocks.
- Compile, review, and execute the attachment of wages and bank accounts per Va. Code Sec. 58.1-3952.
- Compile, review and execute seizure warrants for distress sale to collect for delinquent account balances.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less.
- Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

- Demonstrate some proficiency in the billing/processing/collection of taxes and fees that fall within the guidelines of the City and State Code and maintain historical record keeping of taxes, such as personal property, real estate, trust taxes, parking tickets, state/estimated income, miscellaneous invoices.
- Competent and resourceful in dealing with taxpayers concerning tax billing.
- Maintain accurate and up to date files and records.
- Reports and correspondence are accurate and prepared in a timely manner.
- Ability to operate in computer equipment and software programs utilized in office.
- Carefully review tax documents for proper processing and record keeping.
- Search property records, and accurately make corrections and update information.

Minimum Qualifications

- High school or GED plus one (1) year experience in fields providing the required knowledge, skills and abilities, such as bookkeeping, clerical accounting, customer service; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Special Requirements

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.