



JOB DESCRIPTION

JO #	773251
Business Title:	Property Tax Graduate Intern
Positions Needed:	1
Hourly Range:	\$17.90 - \$26.73
Division/Work Unit:	Treasury & Payment Services / Payments, Billing, and Refunds / Property Tax Payment Plan Unit
Work Location:	59 Maiden Lane. New York, NY 10038 <i>(in-office position, NO REMOTE/HYBRID)</i>

The NYC Department of Finance (DOF) is responsible for administering the tax revenue laws of the city fairly, efficiently, and transparently to instill public confidence and encourage compliance while providing exceptional customer service.

Division Description:

DOF's Treasury and Payment Services Division is responsible for overseeing all City payment websites, the payment processing of tax returns, property recording forms, parking violation programs, and the collection of delinquent accounts, and oversees the agency's management of the City's cash balances and its relationships with banking institutions. Treasury and Payment Services is also responsible for collecting outstanding violations issued by City agencies and adjudicated by the Environmental Control Board.

Job Description:

Payments, Billing, and Refunds is responsible for processing payments for property taxes and property-related charges, business and excise taxes, and parking and camera violations. The division is responsible for communicating amounts due, maintaining the quality of departmental records, and providing customer service to individuals seeking information on making payments or receiving refunds. Payments, Billing, and Refunds perform account adjustments and respond to refund inquiries from the public.

The Property Tax Payment Plan unit is currently seeking a highly motivated, highly organized, and detailed oriented. The individual will possess knowledge of the Property Tax Payment Plans and NYCePay to help with customer calls.

Reporting to the Deputy Director of Property Taxpayer Support, the selected candidate's duties and responsibilities will include, but are not limited to the following:

- Responding to customer inquiries via phone.
- Reviewing property tax applications to determine eligibility.
- Processing Property Tax Interest and Deferral applications (PT-AID), Reduced Interest Rate Property Tax Payment Plans, Property Tax Standard Payment Agreements.
- NYCePay Inquiries for registering online payments and all other Payment, Billing and Refunds related applications.
- Confirming all supporting documentation is received, calculate income, and verify ownership status.

- Training in electronic application processing.
- Training in Property Tax System (PTS) and ACRIS to verify property ownership.
- Receiving and replying to customer inquiries in the Customer Relations Management System (CRM).
- Researching payments in PTS and NYCePay.
- Data entry into ACCESS database Smart-File (electronic applications).
- Conducting outreach to applicants.

Preferred Skills:

- Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Analytical and organizational skills.
- Strong written, verbal and interpersonal communication skills.
- Prior Customer Service skills a plus.
- Ability to think creatively, embrace new approaches and pioneer innovative solutions to intricate problems.
- Ability to write correspondence and effectively communicate with customers.

Minimum Qualifications:

Candidates must be currently enrolled in a graduate degree program in an accredited college, university or law school.

Additional Information:

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.