



JOB DESCRIPTION

JO #	771808
Business Title:	Collections Intern
Positions Needed:	1
Hourly Range:	\$17.00 - \$19.50
Division/Work Unit:	Customer Operations / Collections
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 Customer Operations Division has oversight of the Department of Finance business centers, City Register's Office, and the Land Records, Adjudication, and Collections divisions. Customer Operations is charged with the processing of tax payments, parking violations payments, and all other charges collected by DOF. The division is also responsible for recording property transfers, adjudicating parking and camera violations, and managing the full life cycle of the department's enforcement activities related to unpaid business and excise taxes, parking fines, and Environmental Control Board summonses.

Job Description:

The Collections Division is responsible for managing the full life cycle of the Department of Finance's enforcement activities related to unpaid business and excise taxes, parking fines, and Environmental Control Board summonses. The debt collection process involves specialized professional collectors, experienced in the art of negotiation, who provide debtors with options and encourage full payment. The division utilizes several collection tools to enforce compliance, including notices, telephone dunning, outside collection agencies, and special projects aimed at locating and taking enforcement actions against assets.

The Collections Intern will work closely with the Unit Head of the Outside Collection Agency (OCA)/External Inquiry Unit on all areas of the unit functions.

Duties and responsibilities will include:

- Preparing reports to support collection strategies
- Assist the Data and Analytics Unit, and the System Modernization team, with data gathering, identifying system and/or reporting issues, and assist with resolution
- Collaborating on outreach initiatives
- Analyzing data related to delinquent debt
- Conduct BTCS testing on unit related function
- Preparing reports to support collection strategies
- Assist on the ACD by communicating with respondents with docketed parking, ECB and business tax debt.

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 write correspondence and effectively communicate with customers.

Minimum Qualifications:

As of June of the Program year the prospective intern must be a student matriculated in a college or be a recent college graduate (winter/spring term of the Program year).

NOTE: Appointment to this title is only valid for the duration of the Program, June - August each year.

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.