



## REVENUE AUTHORITY OF PRINCE GEORGE'S COUNTY

The Revenue Authority of Prince George's County is looking for an enthusiastic individual to join our team. The incumbent for this position will perform a wide variety of administrative functions including support services to Enforcement staff, general office, record management and correspondence with the public by phone and letters pertaining to violations.

The agency is a quasi-governmental entity that serves as a real estate development and development finance agency, an operator of programs and facilities, and a manager of programs and facilities in partnership with other County agencies.

### **Responsibilities include but are not limited to:**

- Receives difficult complaints; offers information to interested persons and groups; document preparation.
- Answers incoming calls and correspondence in regard to meter complaints, payments, change of address, court status, court requests, ticket errors, flagging by MVA, making corrections when necessary. Prepares and assists general public with information and correspondence pertaining to violations.
- Proactively reviews account history and provides motorist with detailed information.
- Update account history after each interaction with motorist
- Processes citations, schedule District Court appeals, and responds to inquiries regarding citations issued, collection of fines, and the posting of court dispositions.
- Advises or instructs motorists regarding booted vehicles.
- Processes letters upon receipt of bankruptcy notices.
- Maintains files for violations, court requests, Failure-to-pay, Failure-to-appear, not-on file, closed tickets and meter complaints.
- Responds to customer correspondence by utilizing pre-printed letter format.
- Verifies, proofreads, and edits documents to ensure accuracy.
- Prepares correspondence in response to letter received from motorists.
- Files batches in numerical batch number order.
- Ability to act independently and to recognize situations, which require referral to higher authority.

### **Minimum Qualifications**

- Required High school diploma or G.E.D. certificate.

- Two (2) + years of advanced and/or technical clerical/administrative experience in a public, customer service environment for at least six (6) months.
- Bilingual (Spanish)

### **Preferred Qualifications**

- Knowledge of Microsoft Office suite (including MS Word, Excel, and PowerPoint).
- Knowledge of RAPGC and general County government procedures and the inter-relationship between the various county agencies or the ability to rapidly acquire such knowledge.
- Ability to communicate effectively with County, citizens, co-workers, vendors, and others.
- Ability to tactfully and effectively negotiate and solve problems or resolve differences with parking patrons, District Court and other operating agencies concerning violations payments and correspondence.
- Ability to plan work and carry through to completion with minimal supervision.
- Ability to type/key data entry.
- Ability to work under stress of deadlines and occasional intense office situations.
- Ability to establish and maintain effective working relationships with employees, Board Members, county officials, District Court, State Attorney, Motor Vehicle Administration, vendors and the public

### **Why Should You Join Our Team**

As a dynamic agency, we understand what it means to have a work culture that is dedicated and flexible to create a work/life balance. The Revenue Authority of Prince George's County is an equal opportunity employer committed to promoting an inclusive work environment free of discrimination and harassment. We are committed to our mission and values, while promoting a sense of belonging and growth with our coworkers.

Together, we continue to build a culture that encourages, supports, and celebrates the diverse voices of our employees.

### **We are proud to offer a comprehensive benefits package including:**

- Medical, Dental, vision, EAP services, and more!
- Vacation, Sick and Personal Leave

- 401K Retirement Savings Plan
- Telework/Hybrid Work for Qualified Positions
- Opportunities for Professional Development
- Friendly Team-oriented Work Environment

If you are interested in this position, we encourage you to apply!

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=033b4c3e-8e78-42bc-befc-03a22c7628d0&cclid=19000101\\_000001&lang=en\\_US&&source=EN&selectedMenuKey=CURRENTOPENINGS&jobId=568104](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=033b4c3e-8e78-42bc-befc-03a22c7628d0&cclid=19000101_000001&lang=en_US&&source=EN&selectedMenuKey=CURRENTOPENINGS&jobId=568104)

### **Conditions of Employment**

Must undergo and successfully pass background check

### **Eligibility to Work**

Under the Immigration Reform and Control Act of 1986, an employer is required to hire only U.S. citizens and lawfully authorized alien workers. Selected candidates for employment will be required to show and verify authorization to work in the United States.

### **Closing Date**

Open until filled.

### **Pay**

\$17.00 hourly non\_exempt.eligible.for.overtime;