

### Class Concept

This is supervisory fieldwork in enforcing several revenue laws relating to interpreting tax laws, determining tax liability and the collection of state taxes. Positions in this class serve as the managers of the larger revenue offices usually in heaviest populated areas with high concentration and variety of business, governmental, and industrial activities. Work involves the responsibility for supervising lower-level revenue offices engaged in collecting delinquent taxes, and explaining and interpreting revenue laws to the public. Work is performed with considerable independence within the framework of laws, administrative rulings, and established precedents. Problems involving tax policy, persistent lack of cooperation by taxpayers, and failure of subordinate personnel to meet established work standards are referred for advice and resolution to an assistant supervisor who makes periodic work reviews in the territory. Work is evaluated by an assistant director and division director for success in collecting delinquencies, resolving tax matters and securing public acceptance of the fairness of the state tax collection and customer service.

Supervises assistant managers and/or team leaders in their day-to-day contact with taxpayers; may personally confer with taxpayers on the more difficult and controversial matters of tax liability in such schedules as sales, corporate incomes and franchise, withholding and other tax schedules, and advises on the manner of properly resolving specific tax problems. Will refer taxpayers to audit or criminal investigations based on facts obtained when interacting with the taxpayer or public. Discusses tax problems with subordinate managers advising and instructing them in collection methods and techniques and account resolution; reviews their work to insure that the correct amounts are collected and that instructions are properly followed; makes the necessary work assignments. Discusses administrative and tax problems with an assistant director. Positions train team leaders and assistant office managers assigned to their territory; supervises the operation of the local office in the maintenance of proper record and the explanation of laws and policies to subordinate personnel.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Considerable knowledge of state revenue laws as they apply to tax collection and taxpayer assistance work.
- Considerable knowledge of the various state tax schedules and their application and administration. Ability to assist taxpayers in filing tax returns and to advise them on tax-related matters.
- Ability to supervise and coordinate activities of subordinate revenue officers.
- Ability to establish and maintain effective working relationships with taxpayers and the general public.

#### Minimum Education and Experience

Bachelor's degree in Business/Public Administration, Economics, Accounting or related field from an appropriately accredited institution and five years of experience in tax accounting, auditing, or collection work involving public contact including one year in an advanced or supervisory capacity; or an equivalent combination of education and experience.