

Class Concept

This is professional tax work in enforcing several revenue laws involving the interpretation of tax laws determination of tax liability, and the collection of state taxes. Positions in this class can be found in central divisions as well as in the field, and serve a dual role in the important regulatory capacity and in a much broader but equal service capacity as the Departments chief representative in interpreting, educating, and advising the public on a variety of tax matters in a city, county, or geographical area. Employee may assist customer with the resolution of their account(s)

The performance of work in this class series requires an equal knowledge and understanding of the major State Revenue laws as the Field Auditor series, but does not require the auditing and accounting principles and practices in field auditor positions. Work requires constant and continuous contact with individual taxpayers, accountants, business officials, and their representatives in interpreting and explaining all revenue laws and the determination of any tax liability. Work may require considerable public contact outside the office in situations which might be adversarial and even hostile.

Positions explain the revenue laws in individual cases and explain reasons for assessments or liability. They may inspect business premises of taxpayers for proper license and registration; registers and determines proper license for new businesses. Positions confer with taxpayers on matters of tax liability in such schedules as individual income, sales and use, corporate income and franchise, withholding and other tax schedules and advises on the manner of properly resolving specific tax problems. Assists and advises taxpayers on matters of filing of a variety of tax returns or in determining type and amount of liability. They determine on basis of past information and present payments whether correct amount of tax is being paid and refers findings to higher-level revenue officer for disposition.

Recruitment Standards

Knowledge, Skills, and Abilities

- Basic knowledge of all State revenue laws as they apply to field tax collection and taxpayer assistance work.
- Basic knowledge of the various tax schedules and their application and administration as they apply to fieldwork.
- Ability to assist taxpayers in filing a variety of tax returns and to advise them on tax-related matters.
- Ability to explain and educate the public on certain provisions of tax laws as they relate to individual assessments or collections.
- 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; or an equivalent combination of education and experience.