

Class Concept

This is advanced and specialized field work in enforcing multiple revenue laws relating to tax law interpretation, determining tax liability, and the collection of state taxes. Positions in this class serve as the senior technical lead, manage specific programs, serve as assistant managers in smaller offices and are considered generally more technical advanced than their peers. The positions receive only general and administrative direction from an office manager and are solely responsible for independently enforcing and representing the Department on all assigned revenue matters. Employee may be tasked to assist in all activities and functions of the office including the supervision of several subordinate officers and assigning and reviewing their work. In larger offices characterized by a heavy population and a high concentration of diverse business, governmental, and industrial complexes, positions serve as team leaders of four or five subordinate officers and are responsible for personally resolving the more complex collection cases, for training lower level trainees and for planning and supervising the day-to-day workload of the team.

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 is reviewed by an office manager or assistant division director through conferences and written reports as to quantity and quality of work accomplished.

Manages the explanation of tax laws and policies by subordinate personnel. Trains subordinate employees and assigns and reviews their work to insure that it is properly performed. Discusses administrative and tax problems with an assistant director. Investigates and resolves the more difficult tax determination and cases primarily involving individual income, corporate income and franchise, withholding, sales and use tax and tax problems.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of state revenue laws as they apply to tax collection work.
- Considerable knowledge of the various tax schedules and their application and administration.
- Ability to assist taxpayers in filing returns and to advise them on tax related matters.
- Ability to explain pertinent provisions of tax laws as they relate to individual assessments or other matters. Ability to supervise and coordinate the work of subordinate personnel.
- Ability to prepare reports of activities.
- 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 three years of experience in accounting or collection work involving public contact; or an equivalent combination of education and experience.