

DESCRIPTION: Under administrative direction, manages, directs, organizes, and coordinates a section within the Nebraska Department of Revenue. This class typically reports directly to a Revenue Division Manager, Director, the Deputy Tax Commissioner, or the Tax Commissioner. Regularly participates in policy decisions that impact across tax programs, services and Revenue functions; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Responsible for the management of a complex section consisting of a major Revenue function supporting multiple tax programs or multiple functions supporting a major tax program having a statewide impact. Decisions are made at this level that impact numerous tax programs or functions, sections and units agency wide. Incumbents oversee and monitor the work of subordinate managers/supervisors/work leaders and program staff, develop and implement section wide policies and procedures with some impact on Revenue operations and conduct long-range planning for their responsible section. Interface typically occurs across divisions and significant judgment is required to form conclusions.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Manages all activities of a Revenue Section by setting/managing function objectives, policy, priorities, and the securing/allocation/coordination of resources (human, financial, and physical) necessary to carry out the goals and objectives mandated by law/regulation or established priorities.

Determines or recommends section policy by analyzing all pertinent issues and information, assessing the impact of proposed policy on the provisions of services, and determining the resources necessary to implement such policy.

Confers with section associates, other section managers, other agencies (both state and federal), taxpayers and their representatives, interest groups, and private organizations to discuss Revenue functions, tax programs, and/or policies, resolve problems, explain proper application of policies, coordinate activities so that goals/objectives are achieved and to facilitate quality service delivery.

Directs and conducts studies and research, reviews findings, and prepares reports and other publications to investigate and assess Revenue function and operational trends, issues, and function objectives and accomplishments.

Develops and recommends new or revised policies, procedures, and guidelines to respond to changes in function needs, objectives, priorities, and to improve the effectiveness of service delivery and function administration operations.

Establishes strategic plans and evaluates organizational and individual associate performance relative to plan objectives/goals and identifies/structures the direction functions should take to provide necessary product or service.

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Supervises Revenue associates and selects subordinate managers/supervisors/work leaders and key employees, represents agency management in dealing with employee relations issues such as grievances, complaints, and other personnel matters.

Organizes, directs, and monitors work of subordinate staff.

Interacts and communicates with top level agency management, agency staff, members of the general public, other state agencies and local community organizations to resolve problems, interpret policies and regulations, negotiate/influence actions, secure cooperation and agreement and promote awareness of revenue tax programs.

Collaborates with agency supervisors and management on operational problems that have an agency-wide impact.

May represent the agency at national and state meetings or other informational sharing events as the subject matter expert to ensure information regarding revenue functions and tax programs are accurately conveyed; may participate as a member of a national, state or local community organization board or committee.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: business and management principles pertinent to strategic planning, resource allocation, human resources, leadership techniques, and coordination of people and resources; principles of supervision and staff development; principles of individual and group behavior and dynamics; and budget administration practices.

Skill in: communicating to convey information so others will understand; using logic and reasoning to identify strengths and weaknesses of alternative solutions; identifying complex problems to develop and evaluate options and implement solutions.

Ability to: learn, apply and interpret agency policies and procedures relating to areas of responsibility; identify and relate pertinent pieces of information to form conclusions; establish program objectives or performance goals and assess progress; identify and analyze organizational and operational problems and develop and implement timely and economical solutions; formulate policies to meet identified needs, goals or objectives; respond to changes in direction, priorities and agency values; perform high level analysis; apply principles of logic or synthesis functions involving planning and direction of interrelated activities in multiple areas; identify and integrate concrete and abstract variables to formulate approaches to major problems; exercise judgment, decisiveness and creativity in critical and/or unexpected situations; establish and maintain satisfactory working relationships with managers/administrators, professionals and the public at large; plan, assign and supervise the work of others.

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MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in accounting, finance, business administration, public administration, law, or other related field, two years of revenue function or tax program experience and two years of experience coordinating, leading, or supervising others in a related field. Progressively responsible experience with Revenue functions or tax programs may be substituted for formal education on a year for year basis.

SPECIAL NOTE:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).