

Revenue Operations Clerk I S29111

DESCRIPTION OF OCCUPATIONAL WORK

Supervises and assists subordinates in processing and researching complex tax returns, applications for revenue permits, computer listings and correspondence and in initiating corrective action where appropriate. Performs related work as required.

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

N/A

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

Trains new personnel.

Handles correspondence for all tax categories and the more difficult problems with regard to computer generated error listings.

Maintains efficiency of section during processing cycles of all tax programs.

Authorizes certain master file changes prepared by subordinates.

Authorizes certain corrections or adjustments initiated by subordinates.

Maintains standard letters and paragraphs and prepares all new letters and paragraphs in specific tax programs.

Approves correspondence prepared by subordinates.

Assists public in preparing returns, applications for revenue permits and in resolving account difficulties.

Reports problem areas to immediate supervisor.

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

Coursework, training, or experience in public contact, customer service, and/or performing and applying office/clerical support procedures, including the use of a personal computer, associated software, and office equipment.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

N/A

SPECIAL NOTES:

Requires considerable knowledge of policy relating to all tax programs. Works independently on assignments with responsibility for some planning. Must be able to research difficult problems thoroughly and prepare concise reports or answers.

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).

Established: <08/70>

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date
Minimum Qualifications	Revised per agency request	8/3/2023