

**DESCRIPTION:** Under limited supervision, manages the day to day effective functioning of assigned staff within a unit of the Operations Section. Supervises a large number of assigned staff engaged in tax processing; 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.)

The Revenue Operations Supervisor I focuses on the day to day supervision of assigned staff whereas the Revenue Operations Supervisor II is involved with longer range planning for the unit. This class typically reports directly to a Revenue Operations Supervisor II.

**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.)

Participates in planning, assigning and directing the work activities of assigned supervisory and operations staff to attain work goals and to ensure consistent application of administration and program policies, procedures, and standards.

Trains assigned staff in the policies and procedures of tax processing and employee supervision in order to maintain and improve performance level of employees.

Reviews files and reports prepared by assigned Operations staff to determine the appropriateness of decisions and actions taken by workers, determine whether files are complete and accurate and meet administrative policies of the agency.

Guides tax payers or their representatives in resolving unique or difficult tax processing situations.

Participates in developing work performance standards and their application in order to evaluate employee work performance.

Confers with next level supervisor on daily work schedules and priorities.

Compares work performance of assigned staff with established standards to determine the quality and quantity of the employee's work, to recommend personnel actions such as appointments, promotions, disciplinary actions, grievance dispositions, status changes, and separations to the next level supervisor.

Participates in identifying employee training needs and career advancement potential.

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

Knowledge of: the principles and practices of supervision; organizational policies, procedures and programs related to the processing of documents, forms, and records; current document processing equipment and software; and basic principles of accounting.

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Skill in: coaching employees regarding performance and behavior; prioritizing and assigning work to others.

Ability to: organize work group assignments; instruct staff in tax processing methods and procedures; communicate in person, by telephone, email and correspondence with agency staff and the public; understand and carry out supervisory instructions; interact with co-workers, government officials, and the public.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications.)

Associate's Degree in: accounting, finance, management, business administration, or public administration and one year of experience in processing tax forms or processing other accounting, financial or management documents.

OR

Work experience comparable to that listed above may be substituted for the education requirement 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).