

**DESCRIPTION:** Under administrative direction, manages an assigned unit in the Operations Section. Performs administrative supervision over 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.)

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

**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.)

Plans, assigns and directs the work activities of assigned supervisory and operations staff to attain work goals and to ensure consistent application of administrative and program policies, procedures and standards.

Reviews files and reports prepared by assigned operations supervisor and staff to determine the appropriateness of decisions and actions taken by workers, and meet administrative policies of the agency.

Confers with Revenue Section Manager and Revenue Department Director to develop policies, procedures and standards.

Confers with other supervisors to identify the type and impact of work problems, and to formulate possible solutions to section problems.

Develops and implements short and long range plans for processing programs and other internal procedure guidelines to ensure correct administration, completion, and recording of tax returns within the section.

Completes special projects as assigned by the Revenue Section Manager.

Develops and evaluates work performance standards and their application.

Makes decisions regarding daily work schedules and establishes section priorities.

Compares work performance of assigned supervisor and staff with established standards to determine the quality and quantity of the employee's work.

Identifies employee training needs and career advancement potential.

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

Knowledge of: agency policies, procedures and programs related to the scope of tax processing; the purpose and functions of various tax programs within the Department of Revenue; the techniques of accounting, computers and information retrieval devices; 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.

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

Ability to: respond in person, by telephone, email and correspondence to upper level management and tax payers; operate a computer terminal utilizing numerous screens and commands; develop policy/evaluation methods and techniques; instruct tax processing staff on policies and procedures; make decisions pertinent to the development, implementation, application and interpretation of policies, procedures, and standards.

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

Bachelor's Degree in: accounting, finance, management, business or public administration and one year of supervisory work experience.

OR

Work experience in accounting, finance, management, business or public administration may be substituted for the education requirement on a year for year basis and one year of supervisory work experience.

**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).