

DESCRIPTION: Under general direction, the Revenue Agent Supervisor plans, assigns, directs, reviews and evaluates the work activities of subordinate Revenue Agent Seniors or journey level tax compliance employees; participates in conducting public meetings with other governmental agencies and tax associations; represents the Department in formal hearings and informal conferences with taxpayers; enforces collection efforts on complex delinquent accounts; 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 is the third and final level in the Revenue Agent series (Revenue Agent, Revenue Agent Senior, and Revenue Agent Supervisor). The Revenue Agent performs journey level compliance work in taxpayer assistance, collections, record review and analysis, and /or inspections. The Revenue Agent Senior class works with more difficult or complex accounts, and either act as a lead worker over Revenue Agents or other journey level compliance workers or function as a subject matter expert in a particular area of expertise. Positions at the Supervisor level have full supervisory duties, represent the department at meetings, hearings, and/or conferences, and acts as a subject matter expert in multiple areas or tax programs.

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

Manages the work activities of assigned staff to include training, planning, assigning, delegating, reviewing and authorizing work.

Supervises subordinate agents and support staff in all areas of tax collection, enforcement, compliance and taxpayer assistance.

Evaluates work performance of subordinate staff.

Recommends personnel actions such as appointments, promotions, disciplinary actions, grievances, status changes and separations.

Participates with other governmental agencies in conducting public and association meetings.

Reviews and approves legal documents prepared to enforce collection and compliance with tax laws.

Represents the Department of Revenue in revocation hearings for delinquent taxpayers.

Conducts informal tax conferences with taxpayers to resolve account delinquencies and educate the taxpayer in their responsibilities.

Communicates with local, county, state and federal officials to gain information for collection of delinquent tax accounts or to carry out assigned projects.

Answers complex questions regarding regulations in the various tax programs.

Researches and recommends solutions for complex problems in all tax programs.

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

Knowledge of: Revenue internal accounting and operating procedures and processes; department priorities; management review processes; personnel and supervisory techniques and principles. Federal and state tax laws, rules, regulations, forms and tax returns; methods of tax collection; court and legal systems as avenues to tax collection; processes and procedures for tax collection; mathematics and accounting; business operations and practices; management and or supervisory principles and practices.

Skills in: assessing and evaluating employee performance and resolving interpersonal conflicts.

Ability to: present information in legal proceedings; interpret complex tax matters; interpret state and federal laws, rules and regulations; identify employee strengths and weaknesses; determine training needs; handle volatile situations where physical harm is possible; interpret complex tax issues; interpret state and federal law, rules and regulations; supervise the work of others; plan and assign work to others; communicate effectively; work in stressful situations.

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

Associate's Degree in business or related field **plus** two years of experience with tax return preparation, tax compliance, business ownership and operation, account research and analysis, or interpretation and application of policies, laws, rules, or regulations **and** supervisory or work leader experience. Experience may be substituted for education on a year for year basis.

SPECIAL NOTES:

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).