

DESCRIPTION: Under limited supervision, works on the most difficult/unique tax compliance matters and advises staff on these matters; leads the activities of journey level tax compliance employees including assigning, delegating, reviewing, or authorizing various work outputs; acts as supervisor in the absence of the Supervisor; 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 is the second of two levels in the Revenue Agent series (Revenue Agent and Revenue Agent Senior). The Revenue Agent performs journey level compliance work in taxpayer assistance, collections, record review and analysis, and/or inspections. The Revenue Agent Senior class performs similar work but with more difficult/unique tax compliance issues or accounts. Positions at this level act as subject matter experts in an advisory capacity to employees, management, and the public OR functions as a lead worker over employees assigned to the journey level compliance work on a regular and recurring basis.

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.)

Leads the work activities of assigned staff to include planning, assigning, delegating, reviewing, and authorizing work, approves abatements, adjustments, filing and release of legal documents, or other actions used for compliance purposes.

Advises management and other Revenue staff regarding procedures, systems, and practices in their area of expertise.

Researches and recommends solutions for complex problems in their area of expertise.

Resolves difficult/unique tax compliance assignments in their assigned area of expertise.

Reviews and updates internal operating procedures and forms and recommends operational improvements.

Communicates with taxpayers or their representatives to enforce tax laws in complex and difficult tax matters.

Communicates with local, county, state and federal officials to share or gain information for compliance actions or to carry out assigned projects.

Prepares various management reports including staff work activity reports for administration.

Trains staff in their assigned area of expertise.

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

Knowledge of: leadership/supervision principles and practices; mathematics and accounting; business operations and practices; information technology; resources available for researching laws, rules regulations.

Ability to: plan, assign and monitor the work of others; manage and set multiple priorities; communicate to express clear and concise ideas; use deductive techniques to determine information sought; organize and verify tax data/information from computer generated reports; relate effectively with people representing a wide variety of backgrounds; interpret difficult tax programs for taxpayers; use independent judgment and discretion in solving problems.

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 plus two years of experience with tax return preparation, business ownership and operation, account research and analysis, or interpretation and application of policies, laws, rules, or regulations.

OR

Three years of increasingly responsible experience with tax return preparation, business ownership and operation, account research and analysis, or interpretation and application of policies, laws, rules, or regulations.

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).