

REVENUE

Broad Occupational Category - 29

DUTIES AND RESPONSIBILITIES

- *Process tax returns and permit applications.*
- *Review and correct taxpayer accounts for accuracy.*
- *Respond to inquiries by phone, email, correspondence, or in person.*
- *Educate taxpayers on compliance and filing procedures.*
- *Ensure adherence to agency policies and state/federal regulations, and analyze impacts of policy changes on tax revenue.*
- *Advise leadership on complex compliance or operational matters.*
- *Operate office equipment and software for processing and reporting.*
- *Perform collections for delinquent accounts.*
- *Conduct audits of tax returns and financial records.*
- *Analyze complex tax returns and calculations.*
- *Monitor taxpayer compliance with federal, state, and local laws.*
- *Resolve compliance issues through research and corrective action.*
- *Provide guidance to taxpayers regarding regulations, filings, and payments.*
- *Develop and implement policies, procedures, and standards.*
- *Maintain and update internal operating procedures and forms.*

NEBRASKA

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COMPETENCIES

- **Decision Quality** - Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Boss Relationships** - Responds and relates well to bosses; would work harder for a good boss; is open to learning from bosses who are good coaches and who provide latitude; likes to learn from those who have been there before; easy to challenge and develop; is comfortably coachable.
- **Timely Decision Making** - Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Conflict Management** - Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.

- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Patience** - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Peer Relationships** - Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Perspective** - Looks toward the broadest possible view of an issue/challenge; has broad-ranging personal and business interests and pursuits; can easily pose future scenarios; can think globally; can discuss multiple aspects and impacts of issues and project them into the future.
- **Priority Setting** - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Time Management** - Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

SMART Goal Prompting Questions

Process tax returns and permit applications

- What actions could you take to improve the accuracy, efficiency, and timeliness of processing tax returns and permit applications?
- How will you measure success, such as reduced processing times, fewer errors, or fewer applications requiring correction?
- What workflow improvements, checklists, automation, or quality-control processes could strengthen processing?
- How does efficient and accurate processing support taxpayer service, compliance, and agency revenue operations?
- By what date or processing cycle will you aim to improve your processing practices?

Review and correct taxpayer accounts for accuracy

- What steps could you take to improve the accuracy and consistency of reviewing and correcting taxpayer accounts?
- How will you measure success, such as fewer account errors, faster corrections, or reduced repeat issues?
- What reconciliation procedures, validation tools, or review checklists could strengthen account accuracy?
- How does accurate taxpayer-account information support fair treatment, compliance, and reliable revenue collection?
- By what date or review cycle will you aim to improve account-review practices?

Respond to inquiries by phone, email, correspondence, or in person

- What actions could you take to improve the timeliness, accuracy, and professionalism of responses to taxpayer inquiries?
- How will you measure success, such as reduced response times, fewer repeat inquiries, or improved customer satisfaction?
- What FAQs, response templates, reference materials, or communication practices could improve consistency?
- How does effective communication support taxpayer understanding, compliance, and public confidence?
- By what date or service-review cycle will you aim to improve taxpayer-response practices?

Educate taxpayers on compliance and filing procedures

- What strategies could you use to make tax compliance and filing requirements easier for taxpayers to understand?
- How will you measure success, such as fewer recurring questions, fewer filing errors, or increased use of available guidance?
- What educational materials, workshops, online resources, or communication techniques could strengthen taxpayer education?
- How does effective taxpayer education improve voluntary compliance and reduce avoidable errors?
- By what date or filing cycle will you aim to improve taxpayer education practices?

Ensure adherence to agency policies and state/federal regulations, and analyze impacts of policy changes on tax revenue

- What steps could you take to strengthen compliance with agency policies and applicable tax laws and regulations?
- How will you measure success, such as fewer compliance issues, more consistent application of requirements, or improved analysis of policy impacts?
- What regulatory-monitoring processes, training, research tools, or analytical methods could strengthen your work?
- How does accurate interpretation of policy and regulatory changes support compliant operations and sound revenue projections?
- By what date or policy-review cycle will you aim to improve your compliance and policy-impact analysis practices?

Advise leadership on complex compliance or operational matters

- What actions could you take to improve the quality and usefulness of advice provided to agency leadership?
- How will you measure success, such as faster resolution of complex issues, stronger recommendations, or improved leadership decision-making?
- What research methods, data analysis, briefing formats, or subject-matter resources could strengthen your recommendations?
- How does effective technical advice help leadership manage compliance risks and operational challenges?
- By what date or planning cycle will you aim to improve your advisory practices?

Operate office equipment and software for processing and reporting

- What steps could you take to improve your proficiency and efficiency with software and equipment used for revenue processing and reporting?

- How will you measure success, such as reduced processing time, fewer system errors, or improved reporting efficiency?
- What training, automation, system features, or job aids could strengthen your use of technology?
- How does effective use of technology support accurate and efficient revenue operations?
- By what date or professional development cycle will you aim to improve your technology skills?

Perform collections for delinquent accounts

- What strategies could you use to improve the effectiveness, consistency, and timeliness of delinquent-account collections?
- How will you measure success, such as increased recovery rates, reduced delinquent balances, or shorter collection timelines?
- What account-review procedures, communication strategies, tracking tools, or collection resources could strengthen the process?
- How does effective collection of delinquent accounts support compliance and responsible management of public revenue?
- By what date or collection cycle will you aim to improve collection practices?

Conduct audits of tax returns and financial records

- What actions could you take to improve the accuracy, efficiency, and consistency of tax audits?
- How will you measure success, such as improved audit quality, reduced completion times, or better identification of discrepancies?
- What audit procedures, analytical tools, sampling methods, or documentation standards could strengthen your work?
- How do effective audits support compliance, fairness, and protection of public revenue?
- By what date or audit cycle will you aim to improve audit practices?

Analyze complex tax returns and calculations

- What steps could you take to improve the accuracy and efficiency of analyzing complex tax returns and calculations?
- How will you measure success, such as fewer calculation errors, faster reviews, or improved identification of issues?
- What technical training, calculation tools, reference materials, or peer-review processes could strengthen your analysis?
- How does accurate analysis of complex returns support fair and consistent tax administration?
- By what date or review cycle will you aim to improve your analytical practices?

Monitor taxpayer compliance with federal, state, and local laws

- What strategies could you use to improve monitoring of taxpayer compliance with applicable laws and requirements?
- How will you measure success, such as improved compliance rates, earlier identification of issues, or reduced repeat violations?
- What monitoring tools, data analysis, risk indicators, or review procedures could strengthen compliance oversight?
- How does proactive compliance monitoring support voluntary compliance and equitable tax administration?
- By what date or compliance cycle will you aim to improve monitoring practices?

Resolve compliance issues through research and corrective action

- What actions could you take to improve the speed, accuracy, and consistency of resolving taxpayer compliance issues?
- How will you measure success, such as reduced resolution times, fewer recurring issues, or improved compliance outcomes?
- What research methods, corrective-action procedures, communication strategies, or case-tracking tools could strengthen your approach?
- How does effective resolution of compliance issues support taxpayer service and proper revenue collection?
- By what date or case-review cycle will you aim to improve compliance-resolution practices?

Provide guidance to taxpayers regarding regulations, filings, and payments

- What steps could you take to improve the clarity, accuracy, and consistency of guidance provided to taxpayers?
- How will you measure success, such as fewer repeat questions, fewer filing/payment errors, or improved taxpayer understanding?
- What reference materials, FAQs, scripts, or training could strengthen your ability to provide guidance?
- How does clear guidance help taxpayers meet their obligations and reduce unnecessary compliance problems?
- By what date or filing cycle will you aim to improve taxpayer guidance practices?

Develop and implement policies, procedures, and standards

- What actions could you take to improve revenue policies, procedures, or operational standards?
- How will you measure success, such as improved consistency, fewer process errors, increased efficiency, or stronger compliance?

- What stakeholder input, process analysis, benchmarking, or quality-control methods could strengthen policy development?
- How do clear and effective procedures support consistent revenue administration and service delivery?
- By what date or policy-development cycle will you aim to improve a specific policy, procedure, or standard?

Maintain and update internal operating procedures and forms

- What strategies could you use to ensure internal procedures and forms remain accurate, current, and easy to use?
- How will you measure success, such as fewer outdated documents, reduced processing errors, or improved employee feedback?
- What document-review schedules, version-control practices, user feedback, or standardized templates could strengthen the process?
- How do current and accurate procedures and forms support consistent operations, compliance, and employee effectiveness?
- By what date or review cycle will you aim to update and improve the relevant procedures and forms?