

## REVENUE OFFICER II

### DESCRIPTION OF WORK

This is advanced and specialized field work in enforcing several revenue laws relating to tax law interpretation, determining tax liability, and the collection of state taxes.

Employees in this class serve as the head of a one or two-man field office in a specific town or area; as the assistant office manager in medium-size offices; or as one of several assistant managers or team leaders in larger offices. As head of a one or two man office the employees receive only general and administrative direction from a district supervisor and are solely responsible for independently enforcing and representing the Department on all revenue matters. As assistant office managers in medium-size field offices, employees receive general supervision from the office manager and are responsible for assisting him in all activities and functions of the office including the supervision of several subordinate officers and assigning and reviewing their work. In larger offices characterized by a heavy population and a high concentration of diverse business, governmental, and industrial complexes, employees serve as team leaders of four or five subordinate officers and are responsible for personally resolving the more complex collection cases, for training lower level trainees and for planning and supervising the day-to-day workload of the team. Work requires constant and continuous contact with individual taxpayers, accountants, business officials, and their representatives in interpreting and explaining all revenue laws and the determination of any tax liability. Work is reviewed by an office manager or district supervisor through conferences and written reports as to quantity and quality of work accomplished.

### EXAMPLES OF DUTIES PERFORMED

Manages the operations of a one or two man local office including the maintenance of proper records preparation of correspondences transmittal of collections and the explanation of laws and policies by subordinate personnel.

Trains subordinate collectors and assigns and reviews their work to insure that it is properly performed.

Discusses administrative and tax problems with a district supervisor.

Appraises real property for inheritance and other tax purposes; investigates and resolves the more difficult tax determination and collection cases primarily involving individual incomes sales and use tax and inheritance tax problems.

Holds conferences with taxpayers in an effort to resolve tax matters by explaining the application of the law and departmental regulations; also explains the rights and obligations of taxpayers.

Recommends the making of detail incomes sales and use tax audits to establish tax liability and gives any available information to a supervisory field auditor for consideration.

Attends hearings held by the Commissioner involving local collection activities.

Performs related duties as required.

### RECRUITMENT STANDARDS

#### Knowledges, Skills, and Abilities

Considerable knowledge of state revenue laws as they apply to tax collection work.

Considerable knowledge of the various tax schedules and their application and administration.

Ability to assist taxpayers in filing returns and to advise them on tax related matters.  
Ability to explain pertinent provisions of tax laws as they relate to individual assessments or collections.  
Ability to supervise and coordinate the work of subordinate collectors.  
Ability to prepare reports of collection activities.  
Ability to establish and maintain effective working relationships with taxpayers and the general public.

Minimum Training and Experience

Graduation from a four-year college or university with a degree in business administration, economics, or related field and three years experience in accounting or collection work involving public contact, or one year experience as a Revenue Officer I; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions