

REVENUE OFFICE MANAGER I

DESCRIPTION OF WORK

This is supervisory fieldwork in enforcing several revenue laws relating to interpreting tax laws, determining tax liability, and the collection of state taxes.

Employees in this class serve as managers of the smaller Revenue Offices with a relatively heavy population and frequently dominated by three or four types of industry such as shipping, agriculture, textiles, or furniture. Employee supervises several Revenue Officers I or Trainees in the collection of delinquent taxes, accepting current payments and explaining and interpreting revenue laws to the public. Work is performed with considerable independence within the framework of laws administrative rulings, and established precedents. Problems involving tax policy, persistent lack of cooperation by taxpayers, and failure of subordinate personnel to meet established work standards are referred for advice and resolution to a district supervisor who makes periodic work reviews in the territory. Work is evaluated by the district supervisor and the Director of Field Forces for success in collecting delinquencies and securing public acceptance of the fairness of the state tax collection program.

EXAMPLES OF DUTIES PERFORMED

Supervises lower level officers in their day-to-day contact with taxpayers; may personally confer with taxpayers on the more difficult and controversial _ matters of tax liability in such schedules as inheritances sales, incomes franchise and intangibles beverages and other tax schedules, and advises on the manner of properly resolving specific tax problems.

Recommends the making of audits to establish tax liability and gives any available information to the auditor prior to the audit.

Discusses tax problems with subordinate revenue officers advising them on the desirability of recommending audits of the taxpayer's financial record to establish tax liability; instructs them in collection methods and techniques; reviews their work to insure that the correct amounts are collected and that instructions are properly followed; makes the necessary work assignments.

Discusses administrative and tax problems with a district supervisor.

Trains new revenue officers assigned to his territory; supervises the operation of the local office in the maintenance of proper records, preparation of correspondence, transmittal collections, and the explanation of laws and policies to subordinate personnel.

Personally appraises real property for inheritance and other tax purposes.

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 state tax schedules and their application and administration.

Ability to assist taxpayers in filing tax returns and to advise them on tax-related matters.

Ability to supervise and coordinate activities of subordinate revenue officers.
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 four years experience in tax accounting, auditing, or collection work; 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