

REVENUE TAX SPECIALIST

KIND OF WORK

Entry professional tax administration work.

NATURE AND PURPOSE

Under general supervision, performs routine tax administration work with relative independence to win compliance with Minnesota tax laws through customer service, education, sound policy, audit and feedback and progressive enforcement (i.e., the five phases of the ensure compliance cycle). Performs routine work subject to practices and procedures covered by precedent and policies; may lead one or more technical or office support staff.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Communicates with taxpayers and/or taxpayer representatives by phone or letter to provide information and assistance regarding tax laws, department policies and procedures; conducts informational visits with taxpayers to determine if they are in compliance, inform them of problem areas or areas of non-compliance and to discuss with them how to correct their performance in the future; makes presentations to the general public or speaks to individuals about tax laws, department policies and procedures.

Identifies areas where procedures are needed and assists in the development of written procedures, instructions and manuals; participates in, or assists with efforts to produce fact sheets, newsletters, targeted information for the general public.

Assists in developing, designing and conducting new training programs and presentations to educate taxpayers in varied tax administration subject matter.

Participates in the development and design of new training programs for groups of employees performing technical and professional level ensure compliance work including the preparation of lesson plans, content, needs analysis, conduct of the activity, training evaluations, etc.

Assists and provides input into development of unit business work plans.

Conducts legal and technical research on less complex issues.

Reports problems taxpayers have with regards to tax law, rules, procedures, legal policy, administrative, quality or performance issues.

Independently conducts office tax liability audits involving basic/routine issues by applying appropriate law, policy and procedures, to determine proper tax liability.

Independently conducts on-site tax liability audits involving less complex tax issues.

Monitors and follows up on self-audits.

Informs taxpayer of problems or discrepancies found in records, provides information to taxpayer on how to correct records and returns.

Performs preliminary nexus determination investigations of less complex businesses.

Recognizes the need for a possible residency determination investigation of individuals and makes referrals; recognizes the need for third party investigations and makes referrals.

Verifies and processes routine claims for refund.

Assists with personal contact with non-registered, non-filing persons to obtain registration, filing and payment of taxes due.

Assists in “investigation of leads” for detection of non-compliant taxpayers.

Provides background information for case presentation.

Makes referral for criminal case determination.

May assist with civil enforcement actions of less complex nature.

Creates and maintains audit templates.

Creates, maintains and updates databases.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

General knowledge of accounting principles and practices; auditing standards, principles and practices; and audit report processing procedures sufficient to complete examples of work cited above.

General technical tax knowledge including court rulings, regulations and administrative policies and procedures.

Working knowledge of personal computer operations and software programs and electronic filing/processing systems used by the department in its internal and external operations.

Skill in:

Customer service and interpersonal business conduct sufficient to support the agency's mission.

Oral and written communications and presentation sufficient to apply to education programs, individual information exchanges, and telephone and/or written communications efforts.

Reading comprehension, problem solving, and analysis sufficient to understand tax laws and polices, identify problems and resolutions, and satisfactorily perform examples of work.

Est.: 1/87

Rev.:

T.C.: 2/25/95

Former Title(s): Revenue Auditor 1

Est.: 1/87

Rev.:

Mrgd: 3/6/95

T.C.:

Former Title(s): Revenue Examiner 2

Est.: 6/24/68

Rev.: 4/5/72, 4/11/78

Chkd: 4/81

Mrgd: 3/6/95

T.C.:

Former Title(s): Tax Examiner 2