

## REVENUE TAX SYSTEM DIRECTOR 2

### KIND OF WORK

Managerial tax system work.

### NATURE AND PURPOSE

Under administrative direction, an employee in this class leads a statewide tax system of the Department of Revenue through tax policy development, outreach to the population served, designing services to meet customer needs, providing information and service, feedback through auditing and education, compliance assistance, progressive enforcement, and establishing and measuring tax system performance; performs related work as required.

### DISTINGUISHING CHARACTERISTICS:

This classification differs from Revenue Tax System Director 3 because it is responsible for tax systems of small to moderate scope, size and complexity. This Revenue Tax System Director 2 classification also includes the tax processing activities completed for the entire agency by the Tax Operations Division.

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

Promote voluntary compliance with tax laws so that a fair, efficient, transparent, impartial and understandable tax system results by influence tax law and policy, educating customers, providing customer service and assistance, providing feedback to customers on performance through audits, and through addressing patterns of non-compliance.

Establish and maintain effective customer service and outreach efforts so communication is maintained and customer needs are considered in policy and operational decisions by listening to customer needs, designing responsive education and outreach services, and measuring the effectiveness of the services.

Ensure effective and efficient tax system performance so that all activities are integrated and support the Department's mission, vision, values and strategies by planning and leading tax system operations, coordinating tax system activities and collaborating with other tax systems the meet the overall Revenue System goals, and measuring and monitoring effective operations and performance.

Provide the tax administration and support activities for all tax types to ensure individual and business tax returns are filed accurately and timely by auditing individual and business tax returns as they are received by the Department, processing payments to customers, registering new business, identifying potential fraudulent activities, and processing and filing all tax returns.

Provide system operations and policy development leadership so that financial resources are appropriated and expended effectively, staff and customers have necessary information for their

business processes, and the employment environment is consistent with the statewide and agency human resource, fiscal and information philosophies by managing fiscal, informational and human resources.

Conduct continuous performance improvement efforts for group, quality, and self-development so that continuous improvement efforts support and further the development of staff and the mission and vision of the department by attending seminars, workshops, or through reading professional materials; by meeting with staff, providing direction to group activities, identifying training needs and opportunities, recommending resource investment opportunities, and creating study or project teams.

## KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Tax administration principles and practices, tax law, statutes, and policy sufficient to make recommendations for changes or to make informed decisions in areas where customers do not agree.

Current customer service, marketing, communication, and measurement principles and practices sufficient to provide direction for these activities and to integrate division activities with the larger agency goals.

Statewide and department policies, procedures, and practices in areas of information, financial and human resource management sufficient to assess and provide for information needs, administer fiscal resources, select employees, and manage performance and development.

Department of Revenue Strategic Plan, Mission, Vision, Values, and management philosophies sufficient to ensure that leadership and management activities support and advance them.

Skill in:

Negotiations between multiple parties with conflicting interests sufficient to resolve issues and problems in a positive and constructive manner.

Public speaking and effective writing sufficient to promote the Department's philosophies to groups and individuals, internally and externally in plain language.

Team building sufficient to develop and maintain constructive relationships with customers, inter-agency or employee groups.

Leadership and application of management philosophies and practices sufficient to direct a wide range of diverse individuals to accomplish identified work products and division goals.

Ability to:

Support and carry forward the Departments Mission, Vision, Values, Strategic Plan, and management philosophies sufficient to ensure that leadership and management activities support and advance them.

Integrate and coordinate a wide range of programs and efforts with other agency managers to support both division and agency efforts towards voluntary compliance.

Analyze situations and issues sufficient to clearly identify problems and arrive at appropriate and relevant solutions.

Take and manage risks sufficient to provide flexible response to changing situations and to provide support for continuous change.

Carry out management activities such as goal setting, performance management, organizing, planning, evaluation, reviewing, motivating, and budgeting.

Establish and maintain effective and positive working relationships with a wide range of employees, customers, private and public officials so that the incumbent is successful in providing leadership and service.

Est.: 07/93  
Rev.: 10/2014

T.C.:  
Former Title(s):