

REVENUE OPERATIONS SPECIALIST

KIND OF WORK

Advanced professional tax system operations analysis and performance management work.

NATURE AND PURPOSE

Under administrative direction, an employee in this classification manages tax system operations issues across business processes and revenue systems; coordinates education, communications, and problem resolution for tax types within its' assigned tax system; monitors, evaluates and reports on performance of the tax system; contributes to development of strategic tax policy and planning via legislative proposal, biennial budget documents, annual spending plan and quality management plan; conducts outreach activities with tax system customers; performs related duties as required.

This class differs from Revenue Policy Research Advisor because that class concentrates on evaluating, developing and coordinating research for tax policy, develops and coordinates legislative proposals, budgetary analyses, fiscal data bases for trend analysis and projections, and serves as technical advisor to executive staff and external business entities. It does not focus on operations.

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

Manages tax system operations to address business processes across the revenue system by researching existing operations, planning and coordinating improvements, designing and developing proposals for changes to the systems, and collaborating with other tax type specialists on department-wide issues.

Meets with tax system customers to educate them about tax laws and law changes by conducting and attending seminars, answering questions, clarifying issues, speaking to select groups (taxpayers, tax accountants, tax attorneys, tax preparers, etc.), and participating in panel and forum discussions.

Coordinates review of tax system legislation to determine implementation issues for operations and to develop new proposals by facilitating planning sessions with the management team, identifying appropriate topics, presenting and defining administrative and operational issues.

Designs and implements measurement systems to determine tax system performance by reporting on receipts, schedules, backlogs and problems in the system, analyzing resource consumption and audit programs, and conducting reviews of all aspects of the processing cycle and supporting infrastructure.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Department's Model Revenue System sufficient to apply it to analysis of tax system operations, to use it to determine gaps in service provision, to explain it to customer groups, and to apply it strategic planning and development.

Revenue business processes, tax theory, audit requirements and tax types sufficient to lead operations analysis for one tax system group and to effectively coordinate operations strategies and activities with leaders of other tax systems.

Methods of analysis and statistical sampling sufficient to design, develop, conduct and interpret work process studies and performance measurements.

Automated computing equipment sufficient to assess impacts of operational changes on work flow process, to analyze performance and to communicate.

Skill in:

Leadership sufficient to negotiate compliance in service delivery, to coordinate operations strategies with peers and other employees, and to manage project activities as needed.

Ability to:

Communicate through written or verbal presentations sufficient to effectively conduct or participate in public meetings, to respond to individuals, and to state clearly the policies, procedures and goals of the department.

Direct and coordinate the work of others sufficient to accomplish goals and achieve results within schedules and time frames established.

Analyze and evaluate problems or issues sufficient to address unprecedented situations, identify causes, and recommend solutions or actions.

Est.: 9/93
Rev.: 11/99

T.C.:
Former Title(s):