



2019-2020

# STAR OF THE NORTH FELLOWSHIP

DEPARTMENT OF REVENUE – TAX OPERATIONS DIVISION

## OVERVIEW:

This position will develop the division's production dashboard for current year return processing. Utilizing the tools available to the Department of Revenue, this position will seek to understand Tax Operations Division customer's needs regarding reporting and the reporting capabilities currently in place. This position will deliver the reporting dashboard by the end of the project, and provide recommendations for future improvements or additions to the dashboard. This position is supported by the Information Management Unit in Tax Operations, and will have access to other resources as appropriate.

## WHAT YOU WILL LEARN:

Develop the reporting dashboard for current year returns.

- Define and develop project charter and scope for remaining variables with project.
- Perform project management duties for tracking and reporting of project progress, as well as for escalating decisions to steering team.
- Define reporting criteria by engaging with report contributors, systems and IT support, and potential report users throughout agency.
- Utilize current technology and resources available to design and implement report in a way that meets customers and contributor needs.
- Develop process and procedures surrounding report.
- Implement and communicate dashboard launch.
- Identify potential additions or future growth areas of dashboard and report to division leadership.

Build relationships with report contributors and report users.

- Build and maintain positive working relationships with all stakeholders involved with the dashboard.
- Utilize effective communication, in multiple mediums such as email, formal documents, or in-person.
- Gain an understanding of the unique challenges of each stakeholder within the process and incorporate individual/team needs into solution.
- Report progress periodically to key stakeholders.

Represent the Tax Operations Division on various projects and efforts, throughout the agency.

## WHAT WE REQUIRE:

This position must have the ability to define the parameters of a problem, identify methods for implementing solutions, and take actions for resolution. The incumbent must be a flexible and creative problem solver, pragmatic, logical and action oriented. Broad skills are necessary as the Tax Operations Division has a diverse range of responsibilities ranging from mail operations and processing activities to managing the Taxpayer's financial account. This position requires broad knowledge of both division and DOR operations.

## ADDITIONAL INFORMATION:

The opportunity for problem solving and creativity exists in this position. This position must be able to identify root problems, differentiate between symptoms and causes, and ensure problem-solving actions are properly and qualitatively focused. This position must be capable of identifying "high leverage" actions that can lead to significant improvement often with minimum effort.

This position will be at various times a decision-maker, facilitator, analyst and/or observer.

The State of Minnesota is an equal opportunity, affirmative action, and veteran-friendly employer, and encourages all qualified candidates to apply for job opportunities. If you are an individual with a disability who needs assistance or cannot access the online job application and search tools, please contact the job information line at 651.259.3637. Please indicate what assistance is needed.