



2019-2020

STAR OF THE NORTH FELLOWSHIP

DEPARTMENT OF REVENUE – TAX OPERATIONS DIVISION, PROJECT MANAGEMENT AND OUTREACH

OVERVIEW:

This position provides project management and outreach leadership for the Department of Revenue's Payment Outreach project to improve operational efficiency, delivery of services, and to gain compliance with legislative mandates. The incumbent will lead the project and outreach efforts.

Duties include project initiation, planning, execution, monitoring/controlling, and closure; researching, analyzing and diagnosing customer needs; providing management with information and recommendations necessary for decision-making and long-range organization of outreach efforts; developing project plans; leading and coordinating project team; setting priorities and timelines; monitoring and reporting on progress; and measuring the effectiveness of activities.

WHAT YOU WILL LEARN:

Provide project management on the Payment Outreach project for Tax Operations to improve operational efficiency, delivery of services, and gain compliance with legislative mandates. Lead various levels of staff from Department divisions to understand and assist to ensure business and customer needs are met. Provide technical expertise on process, project initiation, planning, execution, monitoring/controlling and implementation of this project.

Lead education efforts of the Payment Outreach project to reach business customers with essential payment remittance information for compliance.

To complete special assignments in a manner that is responsive to the needs of the requesting party.

WHAT WE REQUIRE:

Knowledge:

- Knowledge of all aspects of payment remittance.
- Knowledge of personal computers and software used by the Department including GenTax, Microsoft Office Suite, and Notepad.
- Knowledge of the values, customs, and attitudes of business customers that are the focus of outreach efforts to sufficiently design education and outreach programs.
- Knowledge of program goals and procedures sufficient to operate the Payment Outreach program.
- General knowledge of payment processing procedures, including file and pay methods and systems.
- Knowledge of the Department and Tax Operations Division policies and procedures.
- Knowledge of the Automated Clearing House (ACH) file formats.
- Knowledge of project management theory, principles and methodologies.
- Knowledge of statistical methods, data analysis and other measurement techniques.
- Knowledge of process improvement methodologies.

Skills:

- Extensive communication, planning, and organization skills are necessary to ensure all appropriate parties are involved in the Payment Outreach program effort. On occasion it is necessary to utilize persuasion and negotiation skills to deal with issues that arise.
- Partnering and networking skills are needed to enable the individual to effectively perform assigned tasks and secure required input and results.
- Leadership to carry out actions while exercising tact, diplomacy and sensitivity and to provide clear direction and support to others.

- Strong listening skills to be able to quickly understand agency culture, team members, department staff, and business customers and/or their representatives.
- Analysis and interpretation to use logic and reason to evaluate information, including the strengths and weaknesses of alternative solutions, conclusions or approaches to solutions, and to identify issues and propose realistic recommendations for improvement.
- Reporting skills to summarize project plans and status or to explain results of analysis orally or in writing, to provide management with information necessary for decision-making and long-range organizational or systems planning.
- Interpersonal and human relations skills to effectively relate and work with a wide variety of employees, stakeholders, and customer groups sufficient to direct and motivate staff, build effective work teams and partnerships, facilitate discussions amongst a widely diverse group of employees/customers, and to resolve conflict and deal with ambiguous situations.
- Written and oral communication skills to present information and results in clear and understandable terms to various levels of management and agency staff.
- Facilitate meetings, planning, and decisions to maintain project progress and successful completion.
- Problem-solving techniques to identify, track and resolve project issues using best practices.

Abilities:

- The ability to organize presentations and effectively present technical information in an understandable manner is important.
- The ability to function effectively in a team environment.
- The ability to effectively manage time, establish priorities, and coordinate various aspects of this position.
- The ability to resolve problems, complaints, issues and concerns of the business customers.
- The ability to analyze ACH payment files to ensure that all file interfaces and transactions are properly formatted and applied.
- The ability to establish and maintain effective working relationships.
- The ability to multi-task and prioritize with limited direction.

ADDITIONAL INFORMATION:

Communication skills, problem solving and creativity are essential to this position. There will be ample opportunity for the employee to exercise problem solving skills. The employee must be able to identify root problems, differentiate between symptoms and causes, and to ensure resolutions are properly and qualitatively focused. Problem resolution often involves identifying "high leverage" actions that result in significant improvement with the least effort/cost. The employee will often be presented with situations requiring the use of negotiation and persuasion to resolve issues and problems in a positive and constructive manner. The employee must continually keep abreast of management priorities and business strategies and incorporate them into business solutions.

The employee in this position is responsible for outreach and education to customers and will need to exercise flexibility and creativity in solving problems that arise while attempting to initiate, develop, and maintain the outreach.

Opportunities for problem solving also arise while attempting to involve Department employees in this effort and securing the support of the project team and other parties.

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