

## REVENUE EXAMINER 1

### KIND OF WORK

Para-professional tax information and/or examination work.

### NATURE AND PURPOSE

Under general supervision provides telephone and/or in-person assistance to taxpayers; conducts reviews of income, withholding or sales and use tax returns in order to identify procedural errors and/or the need for additional information; performs related work as required.

The Revenue Examiner 1 (para-professional) applies knowledge of tax laws, policies and procedures, acquired through an accumulation of job experience or a series of job-related training courses, to verify the accuracy of tax liability assessed by following specific precedents and somewhat diversified procedures.

The level of a particular position in a classification series is based on a combination of factors not always present in class specifications. Among these factors are the position's responsibilities within the overall program/operation and its relationship to others in a unit, department and/or state service as a whole.

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

Answer questions from taxpayers to inform them of tax requirements by applying the appropriate department procedures or guidelines to specific tax situations.

Review income, withholding, or sales and use tax returns to identify errors and determine if additional information is required by comparing tax returns to department documents and/or appropriate procedures and guidelines.

Verify tax return information to ensure the accuracy of the liability by applying the appropriate procedures and guidelines.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Pertinent policies and procedures sufficient to verify the appropriateness of tax liability, penalty and interest assessment; to correct errors identified during fact finding; to respond to taxpayer questions.

Department of Revenue operations sufficient to refer difficult and unusual questions to appropriate departmental staff.

Taxpayer files sufficient to gather and interpret facts and information sufficient to identify and correct errors or determine what additional information is required.

Skill in:

Reading comprehension sufficient to review and interpret written documents (e.g. tax laws, correspondence and forms).

Operating calculators, adding machines and CRT computer keyboard terminals sufficient to compute totals, averages, percentages of numerical data and to check or reconcile data.

Ability to:

Communicate verbally by telephone and in writing sufficient to gather information (e.g. tax records, dates, names, etc.) from taxpayers, their representatives and departmental employees.

Est.: 01/87  
Rev.:

T.C.:  
Former Title(s):