

## REVENUE OPERATIONS SUPERVISOR

### KIND OF WORK

Professional supervisory tax work.

### NATURE AND PURPOSE

Under limited supervision, an employee in this class supervises a small group of professional and technical or clerical staff who are responsible for conducting tax reviews involving moderately difficult to routine tax issues or for collecting delinquent taxes using a variety of collection techniques; supervisory responsibility includes either effectively recommending or hiring, directing, disciplining, performance evaluation, assigning duties, training and considering affirmative action in the selection of subordinate staff; performs related work as required.

The Revenue Operations Supervisor applies specialized professional knowledge of tax laws and collection policies and procedures acquired through an accumulation of job experience and a series of more advanced job-related training courses to supervise a small group (5-10 full-time employees) to determine tax liability, to investigate possible violation of tax law and secure the payment of delinquent taxes by following substantially diversified procedures and occupational principles.

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 degree of autonomy or authority, the role and scope of the position in the overall program/operation and the position's relationship to others in a unit/section, 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.)

Develop unit/section objectives and coordinate the group's activities with those of other divisional and/or departmental groups considering ideas and recommendations from subordinate staff by setting work priorities, by ensuring that operational procedures are developed, written and revised, by making recommendations for budget formulation.

Administratively supervise a unit/section to ensure the effective allocation of human resources by interviewing, selecting staff affirmatively, assigning, scheduling, directing, evaluating work performance, recommending achievement awards, and disciplining subordinate staff.

Technically supervise subordinates to achieve established objectives by monitoring and reviewing the quality and productivity of subordinate staff by providing advice to staff on technical decisions, by developing/revising guidelines and procedures, and by training new and current staff.

Evaluate the performance of a unit/section to measure its efficiency and effectiveness in accomplishing the group's goals and objectives by reviewing and comparing actual productivity with established standards and expectations, by identifying additional training and budgeting needs, by further revision of guidelines, policies and procedures.

Represent unit/section, division, and department to explain and promote Revenue programs by attending and speaking at public meetings, seminars and conferences organized for the purpose of informing tax preparers, the general public and departmental personnel about tax laws, policies and procedures.

Recommend to management law, rule, policy changes to increase the effectiveness of Revenue programs by proposing new pilot projects, by providing technical expertise at division and departmental meetings, by proposing changes in division and departmental goals and objectives.

#### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

##### Knowledge of:

Human resource policies, procedures and labor contracts sufficient to establish priorities, make work assignments and approve the work of a small group of professional and technical or clerical employees.

Pertinent tax and collection laws, policies and procedures sufficient to provide technical work direction to departmental employees who are responsible for conducting tax examinations involving moderately difficult to routine tax issues or collection cases.

Accounting principles and procedures sufficient to ensure that taxpayers are maintaining records and following procedures necessary to comply with tax laws and to complete their returns properly.

Investigative techniques (e.g., observations, personal and third party interviews, examination of tax and third party records, etc.) sufficient to discover and determine assets, additional sources of income and ability to pay liabilities.

Department of Revenue operations and files sufficient to gather taxpayer information from other work units to identify additional information requirements and resolve tax liability issues.

##### Skill in:

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

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

Ability to:

Communicate verbally sufficient to direct the work of subordinate staff, conduct formal/informal training activities and promote Revenue programs to taxpayers, their representatives and departmental employees.

Communicate in writing sufficient to draft and edit written procedures, work instructions, correspondence, etc.

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Former Title(s): Revenue Tax Supervisor 1