

INCOME TAX PROCESSING SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This is supervisory and technical work in the processing and examination of income and withholding tax returns.

The employee in this class plans and administers the programs and activities of the Income Tax Assistance and Processing Branch of the Department of Revenue and Taxation.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not list all the duties that may be performed; any one position may not include all the duties listed.)

Plans and directs the receipt, processing and examination of all income tax and withholding tax returns.

Develops and implements policies, procedures and other program guidelines; interprets and explains pertinent tax laws, regulations, procedures and requirements to the public and employees; keeps informed of changes in program laws and regulations.

Participates in reviewing proposed revisions to tax laws, regulations and policies and submits comments and suggestions.

Evaluates operating procedures and program effectiveness and recommends/initiates changes to enhance program and operation.

Devises forms, report formats and other means to facilitate the work of the branch.

Resolves minor personnel problems and grievances; participates in establishment of performance standards; evaluates work performance of subordinates; recommends personnel actions; participates in and recommends appropriate selection of candidates for vacancies; interprets and enforces operating rules, regulations, and policies governing personnel; counsels subordinate employees.

Determines and implements training and development programs for branch employees; participates in serving as training instructor; recommends instructional help from other sources.

Administers the examination and licensure program for tax preparers.

Appears before a group, organization or the media in providing tax information to the public.

Responds to taxpayer inquiries not resolved by employees regarding the processing and examination of tax returns.

Maintains records and prepares statistical and other reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of management principles and practices.

Knowledge of tax laws and regulations governing the processing of all income tax and withholding tax returns.

Knowledge of tax forms, schedules and documents required in the processing of tax returns.

Knowledge of standard business practices.

Knowledge of arithmetic.

Ability to develop and supervise program activities and employees.

Ability to interpret and apply pertinent tax laws, regulations, policies and other program guidelines.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to analyze problems and recommend solutions.

Ability to evaluate operational effectiveness and recommend and implement appropriate changes to enhance program.

Ability to work effectively with employees and the public.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

- a) Six years of experience in tax audit, tax returns processing or tax collection and enforcement work and graduation from high school; or
- b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: October, 1984

PAY RANGE: 36



J. C. BORJA, Executive Director,
Civil Service Commission