

**TAXPAYER SERVICES ADMINISTRATOR****NATURE OF WORK IN THIS CLASS:**

Plans, coordinates, and directs the administration of income tax laws and the tax laws under Title XX, Government Code of Guam.

The employee in this class performs managerial duties in the administration of the programs of the Income Tax Assistance and Processing Branch, Business Privilege Tax Branch, Accounting Branch, Electronic Data Processing Branch, and the Central Files Branch.

**ILLUSTRATIVE EXAMPLES OF WORK:**

Formulates plans; coordinates and directs the processing of income tax returns, gross receipts, withholding tax and other similar taxes under the Government Code of Guam.

Formulates and recommends program policies and procedures; formulates plan of action to address problem areas identified within the division.

Chairperson of the Special Accounting Service (SAS) mandates by Public Law 22-74. Assists in the development of revenue forecasts, tax policy, financial management and economic forecasting for the Government of Guam.

Prepares and compiles the reports necessary to properly reflect tax revenue, account receivables and reserves for purposes of preparing the government budget which is primarily predicted on the SAS revenue forecast.

Evaluates programs and operations and recommends or initiates changes in work procedures, pertinent provisions of laws, regulations, organization setup and related matter to enhance program effectiveness.

Responsible for implementing changes that affect tax laws and ensures that taxpayers conform to the changes accordingly.

Meets with taxpayers and/or representatives to resolve questions on tax issues that were not resolved by line staff.

Explains tax laws, interpretations and rulings to program staff and the public.

Makes personal and media appearances before groups, organizations, or the press, when necessary and in accordance with established policies.

Provides technical support to legal counsel and Office of the Attorney General in the preparation of tax cases under litigation.

Keeps top management informed of activities or matter that may conflict with existing policies, regulations and other program guidelines.

Directs and coordinates the design and implementation of training programs for division's personnel.

Prepares and administers the annual program budget for the division.

Maintains records and submits technical and administrative reports.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of the principles and practices of management.

Knowledge of the tax laws and regulations relating to the operations of the division.

Knowledge of the various tax forms, notices and related documents and their applications.

Knowledge of general business practices.

Ability to plan and direct the administration of programs and activities.

Ability to interpret and make decisions in accordance with laws, regulations, policies and other program guidelines.

Ability to evaluate program effectiveness and recommend or initiate changes in procedures, regulations and operations to enhance effectiveness.

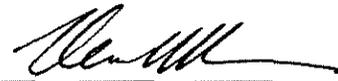
Ability to work effectively with employees and the public.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

**MINIMUM EXPERIENCE AND TRAINING:**

- A. Five years of experience in tax enforcement work and one year of supervisory work, and graduation from a recognized college or university with a Bachelor's degree in business or public administration or related field; or
- B. Seven years of tax enforcement work and two years of supervisory work, and graduation from high school; or
- C. Any equivalent combination of experience and training which provides the minimum knowledge, skills and abilities.



VERNON P. PEREZ  
Executive Director  
Civil Service Commission

Amended: May 2004  
Established: October 1984

Pay Grade: **P**

HAY EVALUATION

Know-How	EII3	304
Problem Solving	E3 (38%)	115
Accountability	E1P	<u>132</u>
TOTAL		<b>551</b>

***This standard revises and supersedes the standard established on October 1984.***