

POSITION DESCRIPTION

Title: Revenue Compliance Officer

Department: Sales, Use & License Tax Department

Job Analysis: January 2019

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Sales, Use & License Tax Coordinator

Subordinate Staff: None

Internal Contacts: Revenue Clerk I, Revenue Clerk II, Revenue Clerk III, License Inspectors, Audit Compliance Officers, Clerk/Treasurer and County Employees

External Contacts: General Public and Taxpayers

Status: Classified/Non-Exempt (I)

Job Summary

This is entry level professional and technical field collection work in the enforcement of state and local revenue laws. Employees in this class assist Sales, Use & License Tax Coordinator by performing the more routine phases in collecting delinquent taxes administered by the Sales, Use, and License Tax Department. Work involves contact with taxpayers and their representatives for resolving unpaid tax liabilities, collecting penalties, interest, and ensuring compliance with the department policy and state laws. Work initially involves performing field collections and enforcement work characterized by less complex procedures and problems. Assignments usually involve small, non-controversial issues. Employees are expected to carry out work assignments within established procedures. Work is subject to close analysis and review by the Audit Compliance Officers. In addition, this is a training position for entry-level professional audit work of moderate difficulty in the examination of taxpayer's returns and records for compliance with revenue tax laws administered by the Baldwin County Sales, Use, and License Tax Department. The scope of work is defined by laws, regulations, and oral or written instructions as to methods, procedures, and policies. Work is performed under general direction and assignments of the Sales, Use & License Tax Coordinator for conformity with department rules, procedures, and policies.

Job Domains

1. Makes collections of numerous types of taxes administrated by the Baldwin County Sales, Use, and License Tax Department.
2. Collects for bad checks which have been submitted to the department.
3. Assists higher level Audit Compliance Officers in the less complicated audit functions.
4. Makes collections from taxpayers on final assessments and for any other amount due as assigned by the supervisor.
5. Inspects businesses to ensure proper tax compliance.
6. Reviews reports to determine what businesses are past due with tax returns and payments.
7. Examines the delinquent returns and other applicable records of taxpayers from whom collections are made for mathematical accuracy and compliance with the law.
8. Provides consultations with taxpayers and/or their representatives to educate, influence, and motivate them to voluntarily comply with revenue laws.
9. Performs collections process as established by current guidelines.
10. Performs follow-up telephone calls on new applications and delinquent accounts.
11. Investigates complaints; refers discrepancies to Audit Compliance Officers; testifies in court as required.
12. Addresses any problems or concerns and provides an explanation of local laws, county resolutions, policies, and procedures.
13. Cooperates with taxpayer and/or taxpayer representatives to resolve any compliance concerns.
14. Provides interpretation for enforcement of state and federal rules, regulations, and tax laws.
15. Provides documentation for administrative hearings to ensure compliance and payment of taxes; initiates advisory procedures for non-compliance.
16. Performs basic audits, as determined, for applicable tax activity.
17. Prepares audit reports and findings for further processing per established procedures, under the supervisor of a higher-level revenue examiner.
18. Ability to handle large sums of money (checks and cash) and make computations quickly and accurately as needed.
19. Coordinates with municipalities in exchanging information.
20. Reviews building permits and subcontractors list for tax compliance.
21. Collects for bad checks which have been submitted to the department.
22. Performs related work as required.

Knowledge, Skills, and Abilities

1. Ability to make computations and tabulations accurately and in a timely manner.
2. Knowledge of the geography of the County.
3. Ability to learn and explain tax regulations and to apply this knowledge to specific problems.
4. Skills in reading at a level to include complex text, such as County Resolutions, State and Federal Regulations and Laws, dealing with the tax collection of taxes to ensure compliance with laws and procedures, provide information to others, and ensure the correct amount of tax is collected.

5. Skills in math to include the addition, subtraction, multiplication, and division of whole numbers and decimals as needed to count money, balance cash receipts, calculate percentage of taxes due, make change accurately and calculate taxes, penalties and interest.
6. Skills in written communication to include clarity, sentence structure, spelling, and grammar.
7. Knowledge of accounting and auditing principles and methods.
8. Knowledge of standard office machine and equipment.
9. Ability to establish and maintain effective working relationships with coworkers, department heads, employees, and general public.
10. Ability to keep information confidential due to content of documents being handled.
11. Ability to drive and conduct the field related work on a daily basis.

Essential Physical Abilities

1. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to permit the employee to communicate effectively.
2. Sufficient vision or other powers of observation, with or without reasonable accommodation, to permit the employee to read and scan a wide variety of materials in electronic or hard copy form.
3. Sufficient manual dexterity, with or without reasonable accommodation, to permit the employee to operate a county vehicle, personal computer, telephone, copier, and other related office equipment.
4. Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to permit the employee to maneuver and function in and around an office environment.

Other Characteristics

1. Willing to work overtime, nonstandard hours, weekends, and holidays as required to complete work assignments.
2. Willing to travel out of County as needed.
3. Willing to attend meetings, conferences, workshops, and training sessions as related in assigned work area.

Minimum Qualifications

1. Bachelor's Degree in Accounting with SACs accredited.
2. Two (2) years' experience in accounting or taxation functions.
3. One (1) year experience in collection of past due accounts.
4. Any equivalent combination of education, experience and training that provides the knowledge, skills, and abilities necessary to perform the work.
5. Ability to become a Certified Revenue Examiner through Alabama Local Tax Institute of Standards and Training (ALTIST) and Certified County Revenue Officer through County Revenue Officers Association of Alabama (CROAA).
6. Experience in service orientated field with heavy customer service preferred.
7. Possess valid driver's license.