

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV33152
Job Class Code:	801	Salary Schedule:	ASRRTXSVC
EEO Category:	06	Grade:	13
Workers Comp Code:	8810		

Job Code Established:	01/24/86	Effective Date:	09/28/92
Job Code Revised:	10/01/97	Effective Date:	

JOB CODE SERIES: Revenue and Adjudication Series

JOB CODE TITLE: TAXPAYER SERVICES TECHNICIAN II

HRIS TITLE: TAXPAYER SVCS TECH II

CHARACTERISTICS OF THE CLASS: Works under general supervision of the Taxpayer Services Representative. Has the authority to respond to taxpayer inquiries within established guidelines; ensures the Technicians I correspondence and adjustment requests are accurate and reflect correct interpretations; to independently request adjustments to accounts (additional payment or refunds). Assists taxpayers, primarily by telephone or written correspondence and occasionally in person, with questions or problems regarding tax preparation, filing laws and procedures, refunds/payments and account status; utilizing a computer terminal reviews, researches and compiles information to respond and/or resolve taxpayer's inquiries; acts as a lead technician in each subunit; provides on-the-job training and technical assistance to Technicians I, reviews and verifies changes to refunds or billings of Technicians I; composes correspondence. Work product consists of taxpayer inquiries, a well researched, clear and concise response which reflects correct interpretations of statutes/ rules or policies and billing adjustments. Responsible for providing a timely and accurate response/resolution to taxpayer's inquiries/problems; for providing on-the-job training and technical assistance to Technician's I; for answering difficult questions from taxpayers and other unit staff. For compliance with Department Security Rules as they relate to Taxpayer Records and unit operations.

EXAMPLES OF DUTIES: Gives and receives information requiring considerable judgment regarding current and specific business of the work unit via telephone, written letter or in person. Resolves difficult technical problems referred by Technicians I and/or assigned by supervisors. Gathers data from manuals, statutes, rule books, codes and regulations, examines taxpayer documents to determine compliance with appropriate laws, rules and regulations in response to taxpayer inquiries/problems. Provides on the job training and technical assistance to other unit employees. Reviews casework of other employees to ensure accuracy and proper resolution. Maintains records and documents cases worked and in process. Keeps abreast of new and existing rules, laws and regulations as they pertain to day-to-day operations. Performs related work as required.

WORK CONDITIONS: Heavy public contact primarily by telephone with taxpayers or their representatives.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Basic mathematics and accounting principles; state laws, rules and regulations as they pertain to taxes (personal income, corporate, withholding, sales and use tax); good office practices and procedures; department's Data Information Systems and the Division's mission to sufficiently provide direction to Technician I towards problem resolution.

Skill/Ability to: Gathering data from computer screens and reference manuals of tax law, rules and regulations; resolving difficult technical problems; mathematical computations; interpersonal relationships; oral and written communication; leadership; using various types of office equipment.