

STATE OF ARIZONA JOB CODE SPECIFICATION

FLSA:	NEXP	Job Code:	ACV33153
Job Class Code:	801	Salary Schedule:	ASRRTXSVC
EEO Category:	05	Grade:	15
Workers Comp Code:	8810		

Job Code Established:	12/27/84	Effective Date:	
Job Code Revised:	10/01/97	Effective Date:	

JOB CODE SERIES: Taxpayer Series

JOB CODE TITLE: TAXPAYER SERVICES TECHNICIAN III

HRIS TITLE: TAXPAYER SVCS TECH III

WORK DESCRIPTION: Serves as lead of a unit of Taxpayer Services Technicians I and II who are assisting taxpayers (telephone, correspondence or walk-in) with tax problems; examines the more difficult problems by examining, calculating and compiling information for taxpayer; reviews and approves changes to refunds and billings; composes correspondence; manages and monitors work flow and controls; assigns and reviews work of subordinate staff and participates in work evaluations through input to management; trains subordinate staff.

WORK ACTIVITIES: directs, instructs, explains and counsels subordinate workers in carrying out a variety of tasks.

Reviews work products or achievements of subordinate workers; evaluates work and formulates plans for improvement.

Composes correspondence dealing with subject matter in ways that call for considerable discretion and involve some judgment or negotiation, replying to inquiries, presenting or

Gives and receives information requiring considerable judgment and authority regarding current and specific business of the work unit by telephone or direct contact.

Gathers data from manuals, statutes, rule books, codes and regulations in order to make determinations and decisions.

Attends supervisory or work system management staff meetings; gives and receives information, participates in problem-solving and decision-making.

Attends work unit staff meetings as chairman; directs discussion, explains, listens, guides problem-solving processes, resolves conflicts; participates and leads in decision-making.

Reads incoming correspondence, memoranda or reports; plans and formulates response, subsequent action or routes to files or other destination.

Performs related work as required.

WORK CONDITIONS: Heavy public contact by telephone and correspondence with taxpayers and/or their representatives.

SUPERVISION: Works under supervision of a Taxpayer Services Supervisor.

WORK RESULTS/PRODUCTS: A functioning work unit; questions and problems resolved for taxpayers; tax refunds or billings approved.

RESPONSIBILITY: For providing timely and accurate response to taxpayers; assuring that staff is available to efficiently accomplish all work activities; provision of training for staff on proper use of telephone system and quick reference tax manuals.

AUTHORITY: To respond to inquiries within established guidelines; effect coordination and adjust tax refunds and billings as appropriate.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Supervisory techniques; Principles and practices of accounting and auditing; State laws, rules and regulations as they pertain to taxes.

Skill/Ability to: Work leadership; Mathematical computation; Using reference manuals of tax laws, rules and regulations; Oral and written communication; Interpersonal relationships; Using various types of office equipment.