

Specification for Class of

REVENUE OFFICER 4

**Abolished Effective July 1, 2007**

Definition: Manages all revenue collection and taxpayer service activities in a revenue collection office and supervises assigned compliance, taxpayer assistance and office support staff; or supervises an operating sub-unit of three or more Revenue Officers in a large field office or headquarters.

Typical Work

Plans and develops methods and programs; makes assignments, directs the activities of personnel involved in collection of delinquent taxes and in taxpayer assistance and guidance; monitors results, directs and ensures uniform application of revenue statutes, regulations and departmental policies; guides personnel in tax account management;

Responsible for daily office operations to include office hours, attendance and necessary support services for all Department of Revenue staff assigned to Revenue district office including Property Tax and Excise Tax Division field audit staff;

Assists Regional Compliance Supervisor in planning facilities and equipment needs;

Organizes and conducts regular training sessions for assigned compliance and taxpayer service staff;

Reviews tax warrants assigned subordinates on a regular basis to assure timely disposition; provides necessary technical assistance;

Meets with attorneys, accountants and other taxpayer representatives; reviews and endorses legal actions initiated by Revenue Officers; represents the department in court actions that require testimony from taxpayer files; prepares closing agreements for departmental approval;

Maintains responsibility for office security including confidentiality of taxpayer files and documents and the accountability for revenues collected; develops and implements office procedures to improve overall proficiency;

Evaluates appraisals of real and personal property for purposes of seizure and sale or use tax assessment; performs seizures and secures real and personal property for the State due to nonpayment of taxes; sells property at public auctions; issues clear title to highest bidders;

Organizes and supervises special investigations as required involving violations of excise tax law and the Unfair Cigarette Act which may require surveillance, raids or seizures of counterfeit or contraband goods; works closely with law enforcement agencies; conducts preliminary investigation of suspected cases of fraud;

Conducts field level Revocation of Certificate hearings on delinquent accounts as necessary;

Performs other work as required.

#### Knowledge and Abilities

Knowledge of: Revenue Act of 1935 and Rules Relating to the Revenue Act, Departmental rulings, Board of Tax Appeal rulings, court decisions, due process of law, search and seizure, appeal procedures; issuing and filing of tax warrants; community property laws; Uniform Commercial Code provisions; lien priorities of third parties, general investigative techniques and business law; rules of evidence in criminal and civil law; policies and procedures of other regulatory governmental agencies; understanding of the Federal Bankruptcy Act, liquidation procedures and requirements, common law assignments and field office procedures and requirements; departmental office procedures and policies; supervisory and management practices; special claims procedures and Merit System Rules.

Ability to: comprehend and assimilate complex tax laws and rules, tax interpretation letters, orders of determination and departmental policy, manuals and orders; communicate effectively, both orally and in writing, and prepare reports in a comprehensive and concise manner; determine factual information from a variety of sources including governmental, business and private citizens; professionally use the telephone as a collection and investigative tool; use ingenuity and resourcefulness to accomplish objectives without legal action whenever possible; analyze taxpayer's financial situation, determining ability to pay and extent of possible jeopardy; function in a diplomatic manner with a helpful, unofficious attitude; deal effectively with irate or hostile

persons, performing assignments capably even when there is a possibility of violence or personal risk; organize work time and complete work assignments without excessive supervision; make prompt and accurate decisions which may involve legal action; complete work assignments with minimal supervision; direct and supervise the work of taxpayer service and clerical personnel; effectively manage all nonaudit functions of a district office; resolve complex cases; maintain harmonious working relations with the general public, business community and other governmental agencies; direct and supervise the work of journey-level revenue officer personnel; effectively handle exceptionally difficult collection procedures and seizures; prepare and analyze statistical reports and other special management reports as required.

Minimum Qualifications

Three years of experience as a Revenue Officer.

OR

For Department of Labor and Industries positions only: Three years of field experience as a Revenue Officer within the Department of Labor and Industries; or three years of experience collecting civil debts using legal processes.

OR

For Employment Security Department positions only: Three years of experience as a Revenue Officer or Employer Auditor.

New class: 7-1-69

Revised definition and distinguishing characteristics: 12-6-71

Revised minimum qualifications: 3-13-72

Revised definition, minimum qualifications, general revision and title change (formerly Revenue Compliance Officer IV): 10-29-74

Revised minimum qualifications: 5-12-78

Revised definition: 7-15-82

Revised minimum qualifications: 2-14-86 (emergency basis;  
permanent basis 3-14-86)

Revised minimum qualifications: 6-14-91