



DOR-TAX PROCESSOR I

CHARACTERISTICS OF WORK:

This work involves responsibility for reviewing and processing of tax returns and vehicle titles to verify and/or correct coding; to determine whether correct tax rates, deductions, and diversions to cities for sales tax are reflected; and to verify mathematical computations. Duties include preparing journal entries, adjusting problem returns, checking various printouts and correcting errors. Incumbents also assist taxpayers with tax matters and perform various related tasks. Limited independence of judgment is exercised, with advice and assistance on matters of a critical or questionable nature received from the immediate supervisor.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Three (3) years of experience in work related to the described duties.

Substitution Statement:

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Processing Information: Compiles, codes, categorizes, calculates, or verifies information or data.

Reviews, verifies, and processes tax returns, vehicle titles, and registration forms to verify and/or correct coding. Verifies mathematical computations. Verifies city diversions. Processes payments received.

Customer Service: Works with customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations.

Provides service to taxpayers through instruction concerning filing responsibilities, answering questions, completing tax forms, and accepting cash and/or remittance for tax. Corresponds with taxpayers, representatives of taxpayers, and other Tax Commission personnel and other state agencies in resolution of taxpayer's questions and/or problems.

Workflow Management: Possesses the ability and willingness to perform work within defined specifications and timelines and to manage conflicting priorities.

Effectively utilizes agency assets such as work time, computer equipment, supplies, etc. Resolves all tasks timely and accurately. Exercises appropriate level of professional skepticism based on information obtained. Adapts to a variety of situations and surroundings.

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority. Maintains confidentiality with appropriate information.

Technical Competence: Possesses knowledge of how to perform one's job, referring to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Prepares credit advice for processing of loose checks. Reviews and adjusts problem returns that have been put on the resolve tape. Prepares journal entries for entry into the automated tax systems. Accounts for cash and protects cash tax receipts through daily reconciliation of deposits with receipts, and monthly reconciliation of bank statement with records.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Reviews tax, title, and registration documents and corrects errors during processing cycle.

2. Accepts and processes payments received.
3. Assists taxpayers with tax matters and performs various related tasks.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Reviews, verifies, and makes adjustments on tax returns, vehicle titles, and registration forms.

Traces refund checks which taxpayers claim have not been received and forwards to a more senior processor for analysis.

Mails assessments with appropriate documentation for additional tax that is due and notices of credits that have been applied.

Identifies and codes loose checks and certified mail cards with checks.

Accounts for cash and protects cash tax receipts through daily reconciliation of deposits with receipts, and monthly reconciliation of bank statement with records.

Provides service to taxpayers through instruction concerning filing responsibilities, answering questions, completing tax forms, and accepting cash and/or check remittance for tax.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.