



DOR-TAX REVENUE ANALYST I

CHARACTERISTICS OF WORK:

Work activities in this professional classification are directed toward administering the State's tax laws, rules, and regulations. Responsibilities may include: examining and auditing tax returns which have been rejected for final processing by the computer; reviewing and processing applications, delinquent accounts, and information received from Departments of Revenue in surrounding states; determining potential collections, audits, and refunds; processing bonds; consolidating sales tax accounts into a master file; registering persons and companies for tax purposes; and issuing assessments and judgments.

In the administration of the State's tax laws, the incumbent is expected to communicate by telephone, letter, and in person with taxpayers, accountants, and attorneys on tax matters and to provide assistance to them as well as to district field auditors and supervisors. In reviewing and maintaining tax records, the incumbent is expected to know and apply the State's tax laws, rules, and regulations. This accountability extends not only to communication with the taxpayer and his representative, but also to Department of Revenue personnel and other interested parties, including other State agencies.

This position is non-supervisory. The incumbent is expected to make decisions in accordance with the State's tax laws in the specific areas of the incumbent's expertise. An incumbent is accountable to a division or bureau director, but works independently being responsible for making wise, informed decisions and correctly executing tax policies and procedures which promote taxpayer compliance and tax revenue collection in accordance with the State's tax statutes.

Incumbents in positions allocated to this classification are expected to demonstrate the ability to learn the complexities of tax administration as indicated by the task statements. Since this classification is an entry level analyst position the incumbent acquires knowledge of the State's tax laws and the Department of Revenue's policies and procedures during tenure. The incumbent in the beginning may not make independent decisions, and may receive supervision from upper level Tax Revenue Analysts. However, the incumbent is expected to learn within a reasonable period of time how to execute the responsibilities described above.

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:

A Bachelor's Degree from an accredited four-year college or university;

AND

Experience:

One (1) year of experience in work related to the described duties.

OR

Education:

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

AND

Experience:

Five (5) 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 use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to walk; and sit. The incumbent is occasionally required to stand; 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:

Evaluating Information to Determine Compliance: Uses relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.

Administers the State's tax laws, rules, and regulations. Is responsible for making wise, informed decisions in accordance with State's tax laws in the specific areas of expertise. Determines potential collections, audits, and refunds.

Communicating with Persons Outside Organization: Communicates with people outside the organization, representing the organization to customers, the public, government, and other external sources.

Communicates by telephone, letter, and in person with taxpayers, accountants, attorneys, and other federal, state, and local agencies on tax matters.

Getting and Analyzing Data or Information: Receives and otherwise obtains information from all relevant sources; identifies the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.

Examines tax returns. Reviews applications, tax records, delinquent accounts, and/or information received from Departments of Revenue in surrounding states.

Updating and Using Relevant Knowledge: Keeps up-to-date with technical aspects of the job and applies new knowledge to the job.

Possesses knowledge of and applies the State's tax laws, rules, and regulations. Executes tax policies and procedures which promote taxpayer compliance and tax revenue collection in accordance with the State's tax statutes.

Workflow Management: Schedules and manages workload to achieve goals.

Works independently resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, computer equipment, travel expense reimbursement, supplies, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional skepticism based on information obtained.

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. Communicates by telephone, letter, and in person with taxpayers, accountants, attorneys, and federal, state, and local agencies on tax matters to provide assistance to them as well as to district field auditors and supervisors.
2. Reviews and processes tax returns, tax records, applications, and/or other forms from departments of revenue; processes audits.
3. Performs necessary bookkeeping, posting, and transferring of funds.
4. Trains office personnel.

EXAMPLES OF WORK:

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

Receives telephone calls, letters, in-person office visits from taxpayers, accountants, and attorneys concerning tax laws, compliance procedures, and related matters and answers their specific questions by rendering opinions based upon Mississippi laws, rules, and regulations.

Provides assistance to the Department of Revenue's district offices by answering questions, researching tax information, and proving potential audit leads.

Reviews and processes new applications for business licenses according to established procedures.

Reviews delinquent accounts; determines and initiates the appropriate actions in order to acquire the assessed taxes.

Approves and completes the paper work necessary for a refund by determining and initiating the procedures whereby the taxpayer will be reimbursed.

Performs the specific tasks necessary to administer the State's taxes and/or vehicle registration by determining and applying the appropriate procedures in accord with the State's policies and statutes.

Processes and balances tax revenue.

Trains less experienced analysts, processors, and other clerical staff.

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.