

BUSINESS AND INCOME TAX DIVISION LEAD SUPPORT ROLE

Role Summary

The Business and Income Tax Division Lead Support role consists of one grade level (11). Work involves the performance of administrative, technical, and/or professional duties. Incumbents coordinate program activities with the management officer to monitor resource allocations, prepare written reports, evaluate the effectiveness of policies and procedures, serve on committees, and provide information to the public. Work includes ensuring the office is maintained in a manner consistent with department policies and supervising staff in the absence of the management officer. Primary contacts are with the management officer, division administrator, bureau chiefs, unit managers, division staff, and internal/external customers.

Working Conditions

Work often involves high stress situations due to work deadlines and volume. Extensive computer and keyboard use.

Education and Experience

- Grade 11: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to high school graduation and three years of administrative, technical, or clerical experience including computer and database experience. Other combinations of education and experience will be evaluated on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.
- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.

- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans established identify day-to-day tasks.

Grade 11

Predominant/Essential Duties

- Lead worker and coordinator for division and special projects.
- Perform lead worker supervision by training co-workers and temporary staff, assigning work and monitoring timely completion and accuracy of daily, weekly and seasonal tasks.
- Provide on the job training in new operational procedures or policies, demonstrating the new procedures at a computer terminal, verbal instruction, or writing and updating desk operations manuals.
- Supervise support staff in the absence of the management officer.
- Review work of support staff for compliance with state law, administrative rules, and department policies and procedures.
- Conduct research and prepare written reports for management officer.
- Maintain and track database systems for assigned work.
- Establish methods, procedures, and deadlines for specific clerical support projects.
- Review and evaluate renewal materials for compliance with statute and rules.
- Provide input for rules, regulations, and legislation governing the division.
- Interpret and apply rules, regulations, policies, and past precedent in a variety of situations within the division.
- Revise formats and procedures subsequent to rule changes within the division.
- Coordinate employee placements (temporary, seasonal, permanent), which includes working with managers on new hires, setting up computers, computer security, phones, building security, and completing all necessary paperwork for new employees
- Monitor all purchases and equipment maintenance contracts in the division.
- Coordinate travel arrangements for division staff.
- Coordinate arrangements and take minutes at assigned meetings.
- Assist management officer in appeal documentation for the division, maintaining accuracy on software system, informing supervisors on pending appeals, and organizing and tracking on the Amicus Legal System appeals.
- Assist management officer in areas of budget, suggested replies, legal referrals, and the maintenance of appropriate documentation.
- Locate and research files for income, withholding, corporation, natural resource, and miscellaneous taxes.
- Complete upfront research for auditors, documenting notes on systems and processing returns.

- Perform audit functions regarding validity and accuracy for income, withholding, corporation, natural resource, and miscellaneous taxes.
- Enter information into the Integrated Revenue Information System (IRIS) software.
- Work directly with staff to ensure compliance in tax functions for income, withholding, corporation, natural resource, and miscellaneous taxes.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Business and Income Tax Division Lead Support Role

Competencies	Grade 11 Minimal Guidance
Demonstrated skill and ability to maintain office equipment and resources.	C
Demonstrated skill and ability to work on multiple tasks.	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	C
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	C
Demonstrated knowledge of assigned tax types and their relationships within the organization.	B
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	B
Demonstrated analytical skills relative to the role.	C
Demonstrated research skill relative to the role.	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	B
Demonstrated skill, ability and knowledge of legal guidelines, rules, practices, and procedures.	B
Demonstrated ability to think creatively and recommend innovative solutions.	C
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability evidencing complete mastery and understanding of the subject.