

INFORMATION TECHNOLOGY AND PROCESSING DIVISION OFFICE SPECIALIST ROLE

Role Summary

The Information Technology and Processing Division Office Specialist Role consists of two grade levels (9 and 10). Incumbents answer phone inquiries, route telephone calls, assist liquor licensing customers, research inquiries as necessary to provide information, maintain and track database systems for assigned area, and are responsible for office maintenance functions such as equipment and office supplies. Work ranges from processing integrated tax system documents and mainframe correspondence to various liquor licensing tasks, which often consist of providing information regarding department policies, procedures, rules, and status to customers. Work includes ensuring the office is maintained in a manner consistent with department policies. Assignments can include staffing the front reception desk, responsibility for legislative bill tracking support activities, and special projects. Primary contacts are with the division administrator, management officer, bureau chiefs, unit managers, division staff, and internal/external customers.

Working Conditions

Work can involve high stress situations due to deadlines and volumes. Extensive computer and keyboard use and sitting or standing for long periods of time is required. During high volume processing periods there is added stress and pressure to answer calls and assist taxpayers who can be irate and hostile.

Education and Experience

- Grade 9: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and two years of general office or secretarial experience including one year of computer experience. Other combinations of education and experience will be evaluated on an individual basis.
- Grade 10: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school and three years of administrative, technical, or clerical experience working with computers and databases, including experience in researching information and compiling statistical reports. 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 identify day-to-day tasks.

Grade 9

Predominant/Essential Duties

- Assist internal and external customers with process-related questions and follow up to ensure timely closure.
- Staff the front desk and perform associated duties.
- Answer phone inquiries, route telephone calls, and process mail.
- Research inquiries as necessary to provide information and/or process for timely response.
- Maintain and track database systems for assigned area.
- Research income tax liabilities in system for consistency with auditors' letters.
- Responsible for document scheduling.
- Provide general information for individual income tax, withholding, corporation, and collection documents.
- Work closely with revenue enforcement agents, auditors, and compliance and registration technicians to ensure tax documents are accurate and processed timely.
- Perform database management; accurately enter financial and compliance information.
- Research liquor licensing matters for both internal and external customers.
- Perform liquor licensing clerical duties.

Grade 10

Predominant/Essential Duties

- Compile statistical and narrative status reports including development of graphs and charts.
- Research inquiries as necessary to provide information or responses to routine questions.

- Responsible for providing consistent information on existing policies, procedures, rules, and statutes.
- Proofread and edit documents using established guidelines.
- Research income tax liabilities in system for consistency with auditors' letters.
- Responsible for document scheduling and quality control for batch print documents to ensure accuracy of assessments, penalty and interest, etc.
- Provide general information for individual income tax, withholding, corporation, and collection documents.
- Work closely with revenue enforcement agents, auditors, and compliance and registration technicians to ensure tax documents are accurate and processed timely.
- Point of contact regarding the liquor licensing cashiering process, for example, objects of revenue and ability to research payments and move money when applied incorrectly.
- Work with the general public, liquor licensees, department staff, other agencies, and law enforcement to provide information, research special projects, or resolve problems.
- Responsible for special projects as assigned.

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
Information Technology and Processing Division Office Specialist Role

Competencies	Grade 9 Under Guidance	Grade 10 Minimal Guidance
Demonstrated skill and ability to maintain office equipment and resources.	B	B
Demonstrated skill and ability to work on multiple tasks.	B	C
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	B	C
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	B	C
Demonstrated knowledge and ability in conflict resolution techniques relative to the role.	B	B
Demonstrated knowledge of individual tax types and their relationships within the organization.	B	B
Demonstrated knowledge and effective application of federal/state statutes, administrative rules, and state policies and procedures relative to the role.	A	B
Demonstrated analytical skills relative to the role.	B	B
Demonstrated research skill relative to the role.	B	C
Demonstrated knowledge of department business processes and ability to apply that knowledge effectively.	A	B
Demonstrated skill, ability and knowledge of legal guidelines, rules, practices, and procedures.	A	B
Demonstrated ability to think creatively and recommend innovative solutions.	A	B
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	B	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.