

TAX COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: The Tax Coordinator is responsible for managing the collection of use tax for service oriented businesses in addition to supervising and coordinating the office activities of administrative staff within Tax Audit and Collections. Responsibilities include: building and maintaining a database of potential taxpayers; understanding and performing the calculation of tax, penalty, and interest; contacting potential taxpayers to educate them concerning use tax and to collect the tax that is due to the City; developing and updating procedures that meet City Code requirements and ensuring correct follow-up, tracking, and processing of use tax that is due and paid; managing administrative support staff to include reviewing, directing, and distributing work, completing performance evaluations, and training; working with collections staff to file liens, close or cancel licenses, and clear delinquencies; working with Senior Tax Auditors to review landlord information in order to determine taxability and reviewing commercial rental database to determine if properly reporting; working with IT on the Tax and Licensing system; maintaining Sales Tax accounts receivable including analyzing data and making necessary corrections; and managing the multijurisdictional audit process which requires updating procedures mandated by State Legislature and reviewing staffs work in the tracking of payments and audits. This class is expected to explain and interpret City ordinances, policies, procedures, and documents relevant to the assigned work unit. Considerable care and diplomacy is required in performing these duties. This class performs related duties as required.

Distinguishing Features: This class is expected to exercise initiative and independence in setting work priorities and completing assignments in an organized and efficient manner, which may require working some evenings and/or weekends. This class is supervised by the Audit and Tax Collections Administrator through occasional conferences, meetings, and results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and/or experience equivalent to graduation from an accredited college or university with an Associate's Degree. Considerable (2 - 4 years) of full-time experience involving paraprofessional-level accounting and or bookkeeping. At least one year of lead/supervisory experience or one year of full-time employment in the Tax and Audit Collections division with Mesa.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. None.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, and the City Attorney in order to collect revenues due to the City. Acts as a liaison between professional and support staff in processing work and resolving problems. Trains personnel in work procedures. Explains policies, rules, and regulations to employees and the public. Composes correspondence, reports, schedules, minutes, agendas, and statistical worksheets. Prepares operating procedures and systems and training programs. Instructs taxpayers on how to complete sales tax reports. Prepares various letters in order to collect taxes. Contacts taxpayers by phone to collect revenues due.

Manual/Physical: Participates in the selection of applicants for hire, including application review and interviewing. Reviews the work of subordinate personnel to ensure compliance with standard operating procedures. Maintains office files, including personnel files. Implements operating procedures and systems, and training programs for efficient office operation. Operates a personal computer (PC), calculator, and computer terminal to pursue collection. Enters data or information into a PC or other keyboard device in order to pursue collection activities. Prepares monthly productivity reports.

Mental: Plans, organizes, and/or directs the activities of all administrative duties of Tax and Audit Collections. Supervises and evaluates the work of subordinate personnel performing administrative duties. Prioritizes and assigns work to personnel and prioritizes own work as necessary to complete work duties. Resolves procedural, operation, and other work-related problems by analyzing work flow and assignments and implementing or revising work procedures. Coordinates work activities and program functions with other City departments. Develops plans for administrative staff. Performs mathematical calculations for use tax, penalty, and interest.

Knowledge and Abilities:

Knowledge of:

City of Mesa's Privilege License Tax ordinance;
City of Mesa's delinquent accounts and/or tax collection policies, procedures, and practices;
general accounting principles and practices;
general lien filing and/or release procedures;
delinquent accounts and/or tax collection techniques and practices;
modern office management practices and procedures;
modern supervisory, training, and evaluation methods and practices;
personnel selection and training methods; and
PC software applications.

Ability to:

interact with business owners and/or managers, attorneys, etc., with tact and diplomacy to collect taxes owed without causing unnecessary hostility;
explain tax and licensing ordinances and/or codes to citizens and business officials;
exercise initiative and independent judgment to make decisions based on facts and/or information available and applicable codes and/or ordinances;
exercise initiative in establishing work priorities and completing assignments;
make arrangements for relatively short-term installment type payments to eliminate debts to the City;

monitor tax payment records, delinquent account aging reports, and related delinquency reports to identify contact priorities based on dollar amounts due and length of time past due;
recommend lien filing and/or release based on perceived likelihood of obtaining taxes and/or delinquent payments and past payment history;
compute tax liability based on sales records and/or related financial information;
work independently without direct supervision;
plan, organize, assign, and review the work of a support and/or paraprofessional staff;
explain policies, rules, and regulations to employees;
compose and type and/or key correspondence, reports, schedules, minutes, agendas, and statistical worksheets;
perform special projects as assigned; and
establish and maintain effective working relationships with management, coworkers, subordinates, personnel from other departments and agencies, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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INCREMENTS 57-200

PAY GRADE: 46

IND-8810

SWORN-No