



Job Title	Sales Tax Technician	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	1	Job Code	12130

Class Specification – Sales Tax Technician

Summary Statement:	
<p>The purpose of this position is to perform a variety of technical tax collection activities for the City; explain City policies to the taxpayers and the general public; and perform a variety of administrative and clerical tasks relative to assigned areas of responsibility. Supporting and coordinating of efforts with the Sales Tax Auditors, Sales Tax Investigators, Sales Tax Manager, other City departments and other agencies as needed.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
45%	Process and verify the accuracy of various divisional forms and reports related to the collection of delinquent sales and use taxes; balance receipts and returns; and examine submitted tax forms and verify for mathematical accuracy. Issue or deny the issuance of sales and use tax licenses according to approved policies and procedures.
30%	Notify taxpayers of under or overpayments. Answer questions from taxpayers and the general public over the telephone and in person; explain and defend City policies and procedures; and consult higher level City staff. Perform a variety of administrative and clerical duties including collecting payments and fees, balance the petty cash fund, contact vendors, contractors, and outside agencies as related to sales and use tax payments or reimbursements.
25%	Participate in developing divisional goals and procedures; and identify opportunities for improvement of service delivery. Update the division's master list of taxpayer names, company names, addresses, phone, and fax numbers and other relevant data. Prepare statistical reports, design forms, open mail, and maintain various files. Maintain a variety of financial ledgers, records, and logs; and file and process related documentation.



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Competencies Required:

Human Collaboration Skills: Work requires regular interaction involving exchange and receipt of information.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Technical Skills Required:

Standardized Skill Requirements: Work requires the use of standard Technical skills appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) and specialized training in clerical services is desirable.

Experience: No experience is necessary.

Supervision Exercised:

Position has no responsibility for the direction or supervision of others.

Supervision Received:

Receives Direction: This job title normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

This job title has no budgetary responsibility.



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Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and specialized sales tax software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: November 2014