

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Tax Compliance Representative	<i>Tax Compliance Representative</i>
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-798-8695-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Bay Area Collection Office	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Collection	Tax Administrator I, EDD
BRANCH:	REVISION DATE:
Tax	5/17/2021
Duties Based on: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input checked="" type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency ( <i>specify below in Description</i> ) <input checked="" type="checkbox"/> Travel May be Required <input type="checkbox"/> Other ( <i>specify below in Description</i> )	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Occasional travel is required for Field Calls, which on rare occasions includes an overnight stay. Rare travel may be required for training or meetings, which rarely may require overnight stays.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
Under the close supervision of the Tax Administrator I, the Tax Compliance Representative (TCR) performs a mixture of routine and complex, difficult, and sensitive compliance assignments. Use of judgment and knowledge of statutes, regulations, and compliance procedures is required to resolve delinquent tax liabilities and/or delinquent tax returns. Resolving case assignments may involve contact with the employer or the employer's representative by telephone, written correspondence, field calls or utilization of other collection tools such as 1733/1735 investigations, issuance of warrants, etc. The TCR should possess basic skills in the use of a personal computer or laptop with Microsoft Software applications (i.e., Word, Outlook, Excel), as well as the various automated systems used within Collection Division. The tasks to be performed include but may not be limited to the following:	
Percentage of Duties	Essential Functions
40%	Resolves a mixture of routine and complex, difficult, and sensitive employer account cases in a timely, progressive, and substantive manner. These cases require initiative, analytical ability, judgment, and investigative skills. Uses various methods and tools to locate individuals and

20%	assets. Prepares facts, gathers evidence, and applies knowledge of interviewing techniques and methods used by violators to evade tax liability.
15%	Conducts field calls to assist the employer in achieving compliance by providing education and outreach, obtains additional asset and business information in cases where involuntary collection action may be necessary, and secures information from available sources in order to make accurate estimated assessments when warranted.
15%	Works cases that may include multi-entity employers with a recurring history of non-compliance; routine to complex California Unemployment Insurance Code, Section 1733 and 1735 investigation cases; cases involving Section 1128 fraud penalty, assessed liabilities with non-concurrence; and cases involving a mix of routine to complex legal issues, (i.e., third party claims, subordination of liens).
15%	Analyzes financial information; negotiates and considers installment agreements from employers to liquidate delinquent tax liabilities, uses a broad spectrum of collection tools, and effective case management techniques to collect and resolve accounts. Makes adjustments to employer accounts to ensure accuracy of the account information and liability. Process large cash payments received at Field Offices, includes all activities related to processing and securing cash payments and properly applying payments to employer's accounts.
5%	Attends and actively participate in meetings. Participates on special projects in a team environment to improve the quality of service to our customers and foster career growth.
<b>Percentage of Duties</b>	<b>Marginal Functions</b>
5%	Performs other duties as assigned.
<b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable - activity does not exist
Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist
Other: <i>Click here to enter text.</i>	
<b>Type of Environment:</b> <input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:	
<b>Interaction with Customers:</b> <input type="checkbox"/> Required to work in the lobby <input checked="" type="checkbox"/> Required to work at a public counter <input checked="" type="checkbox"/> Required to assist customers on the phone <input checked="" type="checkbox"/> Required to assist customers in person <input checked="" type="checkbox"/> Other: May occasionally be required to work at a public counter or assist customers in person.	
<b>5. SUPERVISION EXERCISED:</b> (List total per each classification of staff)	
None	
<b>6. SIGNATURES</b>	
<b>Employee's Statement:</b> <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>	

**Civil Service Classification**  
Tax Compliance Representative

**Position Number**  
280-798-8695-xxx

Employee's Name: <i>Click here to enter text.</i>		
Employee's Signature:		Date:
<b>Supervisor's Statement:</b> <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name: <i>Click here to enter text.</i>		
Supervisor's Signature:		Date:
<b>7. HRSD USE ONLY</b>		
<b>Personnel Management Group (PMG) Approval</b>		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	JL	5/17/2021
<b>Reasonable Accommodation Unit use ONLY</b> <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made: <i>Click here to enter text.</i>		

**Supervisor:** After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file