

California Department of Tax and Fee Administration

DUTY STATEMENT

☐ CURRENT
☐ PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION Tax Technician III		WORKING TITLE Tax Technician III - Cashier	
DIVISION/OFFICE/UNIT Field Operations Division/		SPECIFIC LOCATION ASSIGNED TO	
SEERA DESIGNATION Rank and File	BARGAINING UNIT 04	WORK WEEK GROUP 2	CERTIFICATES REQUIRED None
FINGERPRINTS/BACKGROUND CHECK REQUIRED ☒ Yes ☐ No	BILINGUAL POSITION ☐ Yes ☒ No	SUPERVISION EXERCISED None	
INCUMBENT		POSITION NUMBER (Agency-Unit-Class-Serial) 291- -1975-	
<i>The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.</i>			
POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Business Taxes Administrator (BTA), I, the Tax Technician (TT) III - Cashier serves as an experienced resource and performs the most difficult and complex tax technician duties and a full range of cashiering duties. This includes, but is not limited to, processing, verifying, and balancing all funds received; preparing transmittal documents; and handling headquarters transmittals and bank deposits. The incumbent manages press-numbered accountable forms, initiates taxpayer contact, and takes well-defined actions to resolve delinquency matters for selected tax accounts. In some cases, workload may be based on job assignment or other duties. Travel may be required up to 5% of the time for training purposes. This position is designated to receive additional compensation each month per Pay Differential 186, which will require the team members to perform taxpayer counter services at least 50 percent (50%) of the time. This may include assisting taxpayers with registration, escrow services, account maintenance, and filing returns over the phone, online, or in person, and assisting taxpayers on calls received through the Customer Service Center/800 Number, Collection Split Line. Candidate must be able to perform the following essential job functions with or without reasonable accommodation.			
PERCENTAGE OF TIME SPENT	DUTIES		
85%	<u>ESSENTIAL JOB FUNCTIONS</u> Handles all daily money transactions within the office through the Centralized Revenue Operating System (CROS) cashiering system. This includes funds received directly from the public, by mail, and from field compliance team members. Issues receipts to taxpayers paying in person. Serves as custodian of all cash and monetary valued documents, except for account security items, located within the office. Prepares and enters all cashiering transactions performed into CROS. Prepares payment transmittal and reconciles and balances the cashiering drawers. Transmits bank deposits via online processes, including check scanning and FI\$Cal. Prepares and arranges for armored-car pickup of bank deposits when warranted. Electronically transmits reports to Headquarters Cashier Unit when warranted. Performs account maintenance and updates to keep the account record current. Contacts taxpayers to resolve closed-out accounts, reporting basis changes, registration changes, ownership, and other account maintenance tasks. Establishes appropriate follow-ups and makes timely contact as needed. Reviews the registration in CROS springboards and other sources to locate missing taxpayers.		
10%	Trains team members to be back up cashiers. May issue visitor's badges and maintain log. May serve as the office receptionist on a rotational basis, logging walk-in traffic, transferring incoming calls, notifying staff of arriving appointments, and providing routine, well-defined tax law information.		
5%	<u>MARGINAL JOB FUNCTIONS</u> Performs other job-related duties to cover the workload.		
WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (checked if applicable):			

Work Environment:

- May work in a high-rise building
- Standard office environment
- Parking varies by location

Physical Abilities:

- Remain in a stationary position for extended periods of time to meet operational needs and critical deadlines
- Use a computer/laptop, office equipment, and telephone daily
- May work under pressure due to large sums/high volume of cash intake
- Ability to transfer and transport materials, supplies, and equipment weighing up to thirty (30) pounds with or without reasonable accommodation

Additional Requirements/Expectations:

- Travel may be required to meet training requirements, which may include overnight.
- Must be flexible and willing to adjust to changing work schedules, if required, for operational needs.

I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME

EMPLOYEE'S SIGNATURE

DATE

I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.

PRINT SUPERVISOR NAME

SUPERVISOR'S SIGNATURE

DATE

HRB Approval Date: 03/11/2026

C&P Analyst Initials: DF