

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Senior Tax Compliance Representative	Senior Tax Compliance Representative
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-798-8687-xxx
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Bay Area Collection Office	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Collection Division	Tax Administrator I, EDD
BRANCH:	REVISION DATE:
Tax	5/7/2026

Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|--|--|
| ☐ Conflict of Interest Filing (Form 700) Required | ☐ Call Center/Counter Environment |
| ☐ May be Required to Work in Multiple Locations | ☒ Requires Fingerprinting & Background Check |
| ☒ Requires DMV Pull Notice | ☐ Bilingual Fluency (<i>specify below in Description</i>) |
| ☒ Travel May be Required | ☐ Other (<i>specify below in Description</i>) |

Description of Position Requirements:

(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

Occasional travel is required for Field Calls, training or meetings, which on rare occasions may require overnight stay.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:

(Briefly describe the position's organizational setting and major functions)

Under the general supervision of the Tax Administrator (TA) I, the Senior Tax Compliance Representative (STCR) independently performs the most involved, difficult, and sensitive compliance activities and has the ability to handle multiple and competing priorities. The STCR uses a high degree of judgment and extensive knowledge of statutes, regulations, and compliance procedures to resolve delinquent tax liabilities and/or delinquent tax returns. The STCR may assist the TA I by monitoring ongoing work activities and providing technical support to staff. 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, property seizures real and personal, etc. The STCR may train and assist staff in all aspects of the tax collection process. The incumbent 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 knowledge of the various automated systems and internet sources used within Collection Division. The tasks to be performed include but may not be limited to the following:

Percentage of Duties	Essential Functions
35%	Resolves the most involved, difficult, and sensitive employer accounts referred by staff and/or management in a timely, progressive and substantive manner. These cases require a high level of initiative, analytical ability, judgment and investigative skills. Uses various methods and tools to locate individuals and assets. Prepares facts and gather evidence, act in accordance with court procedures and apply knowledge of interviewing techniques and methods used by violators to evade tax liability.
25%	Works cases that may include multi-entity employers with a recurring history of non-compliance; employers who participate in the underground economy; the more complex California Unemployment Insurance Code Section 1733 and 1735 investigation cases involving audit liabilities with Section 1128 fraud penalty; cases involving Section 1137 jeopardy assessments; administrative hearings; assessed liabilities with non-concurrence; and cases involving the more complex legal issues (i.e., third party claims, subordination of liens, warrants, Attorney General referrals, Investigation Division and Compliance Complaints, and sensitive issues). Analyzes the most complex and detailed financial information, negotiate and consider installment agreements from employers to liquidate delinquent tax liabilities, use 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.
20%	Conducts field calls to assist the employer in achieving compliance by providing education and outreach, obtain additional asset and business information in cases where involuntary collection action may be necessary, and secure information from available sources in order to make accurate estimated assessments when warranted.
10%	Assists the TA I in review and approval of staff work. Supports the TA I in monitoring ongoing collection activities of staff for thoroughness, timely actions, and scheduled due dates for completion. The STCR may train and assist staff in all aspects of the tax collection process. Attends and actively participates in meetings representing the group and/or management. May assist the TA I by providing input on staff performance, including probation reports and annual evaluation processes. May lead and mentor staff in the actions necessary to resolve complex accounts, providing ongoing feedback. Reviews and approves quality review work items, refunds and financial adjustments within the Accounting and Compliance Enterprise System. Coordinates and assigns work to staff and monitors production and ongoing collection activities for accuracy. Processes large cash payments received at Field Offices, includes all activities related to processing and securing cash payments and properly applying the payment to an employer's account.
5%	Prepares monthly production reports and monthly narratives. The STCR may act as an advisor and participate on special projects involving a variety of policy and procedural issues, writing and reviewing procedures, working both independently and/or in a team environment to improve the quality of service to our customers and/or enhance production.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.
4. WORK ENVIRONMENT <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

Civil Service Classification
Senior Tax Compliance Representative

Position Number
280-798-8687-xxx

Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist	
Other: <i>Click here to enter text.</i>		
Type of Environment: ☐ High Rise ☐ Cubicle ☐ Warehouse ☐ Outdoors ☒ Other: Hybrid: Telework/Office		
Interaction with Customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☐ Required to assist customers in person ☒ Other: <i>May occasionally be required to work at a public counter or assist customers in person.</i>		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
None; may act as a lead.		
6. SIGNATURES		
Employee's Statement: <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>		
Employee's Name: <i>Click here to enter text.</i>		
Employee's Signature:	Date:	
Supervisor's Statement: <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:	
7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	JL	2/11/2022
Reasonable Accommodation Unit use ONLY <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