



STATE OF CALIFORNIA
Franchise Tax Board

Current or Proposed

Proposed

Date Approved

09/03/2026

HR Initials

KH

DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00056	Effective Date 10/15/2026
Classification Title Senior Compliance Representative, FTB	Position Number 564-657-8620-009
Working Title Senior Compliance Representative (Public Counter Lead)	Bureau and Section Field & Complex Account Collection Bureau Northern Region Section

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general supervision of an Administrator I, the incumbent acts as lead person and is responsible for providing assistance, conducting quality reviews and training Public Counter personnel and Administrative Support staff. The incumbent will also assist with staff assignments to ensure adequate counter coverage. On an as needed basis, the incumbent will work directly with taxpayers so there is no interruption in service as well as to provide assistance on technical issues or irate contacts. As a lead person in the collections program, the incumbent will be responsible for assisting a group of Tax Technicians (TT) with a proactive collections inventory using the Enterprise Tax System (ETS) manual process work list, in addition to assisting the TTs and Customer Service Specialists (CSS) with public counter work.

Essential Functions

Percentage	Description
30%	Leads Public Service personnel in assisting the general public with customer service and procedural issues relating to Personal Income Tax, Business Entity Tax and Non-Tax Debt. Reviews revivor requests for completeness and accuracy. Reviews and interprets law changes and policy as it relates to the public service and administrative support functions. Performs technical duties and assists staff in servicing difficult or irate taxpayers. Responsible for quality control to ensure proper advice and assistance is furnished to the public on a timely basis. Evaluate staff's customer service given to the public for quality, accuracy and overall effectiveness and report findings to the supervisor. Establishes a daily schedule to assign public counter tasks and assignments. Assigns work (Individual Status Letters and Online Revivor Requirements) to TTs and CSSs.
30%	Performs monthly Quality Assurance reviews on assigned cases for TTs, and public counter work for TT and CSS staff. Ensure TTs correctly identify filing requirements, penalties, and assessments as necessary and pursue voluntary or involuntary compliance and enforce tax laws. Reviews completed work to ensure that proper analysis of cases was performed to determine if and when various collection actions are appropriate. Reviews transactions and completed forms/documents to make sure correct actions have been taken and they are completed accurately. Reviews the work of TTs and CSSs to ensure the most effective and appropriate collection methods and tools are being utilized, standards for case processing are being met, and final resolutions are appropriate. Analyze the case to make sure FTB is adhering to tax laws, policies, and procedures and we are collecting the fair amount of tax. Assist in establishing a work plan to improve performance issues for assigned cases. Identify and analyze problems and issues resulting from departmental operations that have, or may have, an unjust or unintended negative impact on a taxpayer/debtor. Monitor the status of assigned cases and follow-up in a timely manner until they are resolved. Promote a quality assurance environment (i.e. case review, etc.). Provide any additional technical assistance or expertise that may be requested by the supervisor.
30%	Provide technical support and assistance in matters pertaining to the various collection and billing processes to ensure due process is served. Identify staff training needs and assist in their technical and personal

	development, develop training materials and conduct formal or informal training as needed. Identify problems that may represent deficiencies in our processing system, current policies and/or procedures and refer them to the supervisor/manager for resolution. Coordinate, develop and maintain unit procedures/guidelines and training materials. Attend various meetings (i.e. staff, training, lead, special projects, etc.). Assist other team members on projects, special assignments, and other support of the Enterprise Tax System. Participate in projects and provide input regarding laws, policies, procedures and systems related to the unit responsibilities. Provide feedback to the supervisor on employee job performance and personnel problem
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Marginal Functions

Percentage	Description
10%	Evaluates and anticipates workload fluctuations. Ensures adequate staffing to reduce customer wait times. Monitors tax form usage, supply inventories, and equipment. Manages an inventory of Business Entity desk cases. Act as a liaison for Field Operations Guide Manual to provide updates and changes as required. Coordinates information and training requirements affecting the public counter and administrative support staff and advises them of emerging issues or problems affect cashiering, counter services, and administrative support functions. Determines on-going training needs of staff. Provides input for performance evaluations, probation reports, and ongoing training recommendations for staff. Responsible for opening and / or closing the office as necessary.

Employee:

I confirm that I have read and understand the described duties and functions of this position.

Name (Print)

Signature

Date

Supervisor:

I certify that the above information accurately represents the described duties and functions of this position.

Name (Print)

Signature

Date