California Department of Tax and Fee Administration
DUTY STATEMENT

[x] CURRENT
[x] PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	
CIVIL SERVICE CLASSIFICATION		WORKING TITLE	
Business Taxes Administrator I		Supervisor	
DIVISION/OFFICE/UNIT		SPECIFIC LOCATION ASSIGNED TO	
Field Operations Division/ Diamond Bar / Compliance		Diamond Bar, CA	
SEERA DESIGNATION	BARGAINING UNIT	WORK WEEK GROUP	CERTIFICATES REQUIRED
Supervisory	**01**	**E**	**None**
FINGERPRINTS/BACKGROUND CHECK REQUIRED	BILINGUAL POSITION	SUPERVISION EXERCISED	
[x] Yes [ ] No	[ ] Yes [x] No	**Yes**	
INCUMBENT		POSITION NUMBER *(Agency-Unit-Class-Serial)*	
		291 - 263 - **4335** - 002	

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.

POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Business Taxes Administrator (BTA) II, Compliance Principal, the BTA I is responsible for a variety of compliance, and administrative functions. The BTA I manages and controls vital day-to-day operational functions to promote compliance, deter fraud/tax evasion and enhance compliance for all programs administered by the California Department of Tax and Fee Administration (CDTFA). As part of these operational functions, the incumbent directs team members to conduct investigations, research and review leads, visit businesses, analyze cases, and evaluate documents, books and records, and financial documents. The incumbent integrates and applies practices, policies and procedures across both compliance and audit functions and may work with external teams to keep work coordinated, managed and productive. The incumbent is responsible for motivating, training, and developing team members, and monitoring employee performance.

Travel may be required up to 5% of the time, which may include overnight.

Candidate must be able to perform the following essential job functions with or without reasonable accommodation.

PERCENTAGE OF TIME SPENT	DUTIES
30%	**ESSENTIAL JOB FUNCTIONS** Plans, organizes, directs and implements the unit's program, which includes compliance functions and administrative office operations. Ensures adherence with Department policies, procedures, mission and objectives. Prepares/reviews reports on the office compliance activities and makes recommendations for improvement. Provides direction to team members to ensure statewide uniform understanding and application of laws, regulations, bulletins and operations memos. Interprets procedures and their applicability to specific assignments/situations and ensures policies and procedures are properly applied to taxpayers to achieve uniformity, quality and quantity of service. Regularly reviews team member work to ensure uniformity, quality and compliance. Trains and develops employees and provides assistance to others (taxpayers, accountants/representatives, the general public, etc.) on the application of the law and California Department of Tax and Fee Administration (CDTFA) policies and procedures. Conducts (or directs staff to conduct) other functions, including in-depth objective investigations, analyses, reconciliations, and evaluations of taxpayer-provided documents, books and records, and financial documents to determine future actions. Conducts/attends periodic team meetings to discuss and promote the coordination of activities within the department, as well as to discuss law/policy changes and other matters. Monitors the progress tasks with varying due dates and urgency to ensure their timely completion. Approves and maintains accurate daily attendance and office transmittal reports. Reviews and approves time reports, absence requests and expense claims. Mediates and resolves disputes arising from day-to-day operations that cannot be resolved by team members.

30%	Directs and coordinates the activities of team members. Creates, develops and maintains good working relationships with employees, emphasizing the preventive nature of the discipline process. Takes action on disciplinary actions. Maintains expertise and stays current on personnel and general administrative practices and policies. Monitors and assesses team member performance to prepare and present accurate and relevant probationary and annual performance reports. Reviews the results and ensures implementation of corrective action in response to findings from fiscal reviews, internal audits, audit and compliance evaluations, and other examinations by control agencies as appropriate. Investigates complaints/leads and responds to inquiries regarding compliance.
30%	Holds second-level discussions with taxpayers/representatives on high level issues. Approves clearances, escrow demands, security refund documents, use tax exemptions, cashier forms, legal claims and other processes requiring supervisory approval. Verifies accuracy of monthly reports and implements strict adherence to unit functions and policies. Conducts guidance meetings with team members related to unit goals. Provides guidance and support to team members in making decisions towards resolving assignments. Assists team members in determining when further actions are necessary. Performs review of work completed by team members and discusses work with team members to ensure work is properly completed, providing ongoing guidance, direction and feedback on work performed. Meets and works closely with office administrators and principals to provide updates and coordinate activities. Reviews and approves expense claims, absence requests and time reports.
	MARGINAL JOB FUNCTIONS
5%	Performs other job-related duties as required, including but not limited to representing the CDTFA in speaking before public interest groups, service clubs and other organizations; coordinating with other units and entities to meet objectives, serving on oral panels or as a consultant to exams; conducting hiring interviews; conducting training classes; filling in for supervisor in his/her absence.
5%	Ensures team members have adequate resources (supplies, working equipment, etc.) to perform their assigned duties. Coordinates facilities issues and resolves problems involving the office environment. Certifies state property and facilities are properly maintained and secured when not in use. Immediately addresses issues relating to team member health and/or safety. May act as a Notary Public on behalf of CDTFA. Performs other job-related duties as assigned

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB *(if applicable)*:

Work Environment:

- May work in a high-rise building
- FOR CSSS positions: Exposure to cannabis, nicotine, and other related products deemed potentially hazardous

Physical Abilities:

- Use of a computer
- Ability to transport materials (including cannabis and tobacco products) up to thirty (30) pounds with or without reasonable accommodation
- Remain in a stationary position, consistent with office work, for extended periods of time
- Work long and irregular hours averaging a minimum of 40 hours a week over a 12-month period

Additional Requirements/Expectations:

- Travel may be required up to 25% of the time, which may include overnight travel
- Work long, irregular hours both in and out of the office in various locations statewide

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: 4/1/2026	**C&P Analyst Initials: TP**