Chief, Tax Support Division
Tax Branch/CEA Level B
Employment Development Department

Under the administrative direction of the Deputy Director, Tax Branch, the incumbent participates in executive-level decision making regarding the development, implementation, and modification of programs, policies, strategic initiatives, and organizational priorities that affect tax administration and benefit-related services provided to California employers and wage earners covered by the State's unemployment insurance, disability insurance, employment training, and personal income tax withholding programs.

45% Plans, organizes, facilitates, directs, and evaluates the daily activities of the Tax Support Division staff. Provides leadership and oversight for the Division's administrative, operational, policy development, taxpayer advocacy, training, and technology support functions. Oversees personnel management activities and fosters a high-performing organizational culture that promotes employee engagement, accountability, professional development, and succession planning. Represents the Branch in meetings with EDD executives, partner tax agencies, and other external agencies. Promotes collaboration, innovation, continuous process improvement, and supports the Department's, Branch's and Division's mission, vision, and values throughout the organization.

30% Provides strategic leadership for Division operations and critical support functions that ensure the successful administration of the State's employment tax program. Directs organizational planning efforts and leads complex projects, organizational improvements, and change management initiatives involving multiple stakeholders and competing priorities. Oversees the development and implementation of Division strategic objectives, business processes, standards, and internal controls, ensuring alignment with overall Branch objectives. Monitors and manages significant personnel, operational, and fiscal resources to ensure effective service delivery, fiscal accountability, and alignment with organizational goals and priorities.

20% Leads the development, evaluation, implementation, and administration of policies, operational improvements, and legislative or regulatory initiatives impacting Branch operations and taxpayer services. Oversees the Taxpayer Advocate Office and provides executive leadership for the resolution of complex, high-profile, and sensitive taxpayer, administrative, and organizational issues. Establishes performance expectations and utilizes workload, service, and operational metrics to evaluate program effectiveness, optimize resource utilization, and enhance customer service outcomes.

5% In the absence of the Deputy Director, may serve as acting Deputy Director.