

TAX RESOLUTION OFFICER**Nature of Work**

Under limited supervision, at the full-performance level, facilitates discussion between taxpayers or taxpayer representatives and the agency toward resolving disputed tax liabilities by agreement of all parties; resolves disputes regarding notices and assessments issued from the State Tax Department. Explores settlement alternatives that are designed to lessen the need for further litigation of disputed state tax liabilities. Provides recommendations to Tax Department administration concerning acceptance or rejection of settlements. Develops and implements procedures governing operations of the department's tax dispute conciliation program. Receives, reviews and investigates inquiries and complaints arising in matters pending before the State Tax Department. Coordinates problem resolution activities between the taxpayer and divisions in the department. Provides to taxpayers technical information pertaining to tax laws, rules and regulations. Assists taxpayers in meeting their tax obligations. Provides services to taxpayers such as answering tax inquiries, explaining tax laws, rules, court rulings, and departmental policies. Responds to complex and technical inquiries and must be knowledgeable about all taxes administered by the agency. Handles sensitive inquiries from taxpayers and their representatives and other government officials. Incumbent possesses considerable latitude to accomplish tasks with planning, organizing and directing alternative resolutions of tax disputes and exercises independent judgment when dealing with taxpayers who may be upset and confused about tax law. Prepares annual report of Resolution Office activities for the Tax Commissioner. Limited travel within the State will be required. Performs related work as required.

Examples of Work

- Develops and implements plans for the accomplishment of conciliation of tax disputes.
- Receives, reviews and responds to inquiries and complaints from taxpayers and/or their representatives on matters to which taxpayers have been unable to obtain satisfactory response.
- Presents taxpayers with options available, or possible course of action, and explains consequences of action or failures to comply.
- Interprets and explains agency policies, administrative policies, legislative changes, court rulings and other matters pertaining to the taxpayer.

TAX RESOLUTION OFFICER**Examples of Work (cont'd)**

Writes and/or edits complex letters, policies and procedures that may require research.

Responsible for bringing to the attention of the appropriate person(s) systemic and clerical errors and improper or unfair treatment.

Coordinates and reviews work of subordinates.

Keeps informed of changes in tax laws and policies that may affect the taxpayers.

Compiles statistics and generates reports pertaining to the activities of the office.

Completes tax returns for any of the taxes administered by the agency; computes tax, interest, penalty or additions to tax.

Provides instruction to taxpayers in completion of on-line tax forms.

Appears in public forums to explain tax policy and procedures.

Assists in assessing tax training needs of the division and conducts internal tax training seminars.

Utilizes a computer to access Tax Department and State databases.

Knowledge, Skills and Abilities

Knowledge of the laws, regulations, policies and procedures pertaining to all taxes administered by the State Tax Department.

Knowledge of mediation techniques.

Knowledge of accounting principles, practices and concepts.

Knowledge of the federal income tax statutes and regulations relative to State Tax statutes.

Knowledge of interview techniques in order to obtain information to determine the avenues for problem resolution.

Skill in effectively communicating, either orally or in writing, complicated tax matters to taxpayers or their representatives, other employees and the general public.

Skill in dealing with unpleasant and confrontational situations while maintaining a professional demeanor.

Ability to comprehend, interpret and apply state and federal tax statutes, regulations and procedures.

Ability to deal with highly sensitive issues in an orderly and controlled manner.

Ability to establish and maintain good working relationships with taxpayers, other employees, public officials, and the general public.

Ability to plan and direct the work of others.

Ability to operate a personal computer and programs such as excel, word, etc., in daily work environment.

TAX RESOLUTION OFFICER**Minimum Qualifications**

Training: Bachelor's degree from an accredited four-year college or university in business administration, public administration, accounting, economics, management or finance including six semester hours in accounting.

Substitution: Experience as described below may substitute for the required training on a year-for-year basis, excluding the six semester hours of accounting.

Experience: Seven years of full-time or equivalent part-time paid experience in the administration of West Virginia Tax Laws, three years of which must have been in a lead worker, supervisory or administrative capacity.

Substitution: Graduate degree in a related field may be substituted for two years of the required experience.

Special Requirements: (1) Completion of an acceptable course in mediation within one year of appointment. (2) Possession of a valid drivers license and the availability of an automobile.

Established: 7/15/04

Effective: 9/1/04