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## TAX REGIONAL MANAGER

### **Nature of Work**

Under limited supervision, these positions are responsible for the operation of a Tax Department regional office. These positions serve as the primary point of contact and representative of the Tax Department for all businesses, individual taxpayers and other federal, state and local government entities assigned to the region. Performs all supervisory functions including planning, assigning and coordinating the work of professionals assigned to a regional office. These positions are responsible for handling the daily operations and the most complex issues that arise. Interprets and applies state and federal laws and regulations and departmental policies and procedures and will serve as the Compliance Division representative during seizures, cataloging, inventory and sale of the assets of delinquent business taxpayers that occur in the assigned region. Exercises independent judgment in recommending and initiating actions necessary to carry out responsibilities for the regional office. Performs related work as required.

### **Distinguishing Characteristics**

The Tax Regional Supervisor is distinguished from the Tax Unit Supervisor series by the responsibility for directing the activities of a regional office and being responsible for an assigned geographical area of the state. These positions also direct and assist staff operating out of a field office and assigned to other sections within the Tax Department.

### **Examples of Work**

- Serves as the primary point of contact and representative of the Tax Department for all businesses, individual taxpayers and federal, state and local government entities within the assigned geographic area.
- Responsible for equipping, supplying, operating and maintaining a regional office, including consultation and coordination with other agencies and the building owner for all maintenance related issues.
- Responsible for ensuring field-based employees working from home have the equipment, supplies and operational support to be functional in a non-traditional setting.
- Serves as a liaison with state and local governments in the administrative procedures and/or departmental policies and their application to these government entities.
- Plans, assigns, supervises and reviews the professional and clerical work of staff; provides guidance and indirect supervision to field office staff whose supervisors are stationed in a different locale.
- Manages difficult and/or sensitive situations with taxpayers when they cannot be resolved by lower level staff.
- Evaluates complex situations and determines what items should be referred to Tax headquarters for additional investigation and/or work.
- Negotiates settlements and compromises for collections, including establishing payment plans.
- Oversees and coordinates programs and taxes administered within the assigned region.
- Evaluates work for quality, accuracy and compliance with established tax laws, rules and regulations.
- Instructs, trains, and advises staff in work procedures.
- Confers with administrative and professional staff on assignments, projects, and workload.
- Interprets and implements state and federal tax laws and regulations and administrative policies, opinions and procedures for staff, corporate officers, federal, state and local officials and the public.
- Develops new procedures to accomplish job assignments and recommends improvements to increase efficiencies in the collection of outstanding tax debts.

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**TAX REGIONAL MANAGER (cont'd)**

**Examples of Work (cont'd)**

Composes letters and memoranda in connection with supervised staff and unit operation.  
Compiles and prepares federal and state reports of the unit's activities and taxes administered.  
Reviews employee performance interviews prospective employees and makes recommendations for hiring, disciplinary action and merit increases.  
Acts as the Compliance Division representative during on-site seizures of the assets of delinquent business taxpayers conducted by the Tax Department in the assigned geographic area.  
Acts as the field office's liaison to address technology needs.  
May modify and integrate personal computer files related to tax accounts; trains subordinates in use of tax computer files; makes recommendations on computer needs.

**Knowledge, Skills and Abilities**

Knowledge of the tax laws, rules, regulations, policies, and procedures.  
Knowledge of practices and procedures of office management.  
Ability to plan, assign, and coordinate work of clerical and professional staff.  
Ability to train, advise, instruct, and interpret rules and regulations to staff.  
Ability to liaise to address technological needs of the office.  
Ability to negotiate settlements and compromises in complex situations.  
Ability to communicate effectively, both orally and in writing.

**Minimum Qualifications**

**Training:** Bachelor's degree from a regionally accredited four-year college or university.

**Substitution:** Experience as described below may substitute for the required training on a year-for-year basis.

**Experience:** Five (5) years of full-time or equivalent part-time paid experience in tax related accounting or auditing work, collections, or a combination thereof, two (2) years of which must have been in a lead worker, supervisory, or administrative capacity.

**Substitution:** Master's degree in accounting, auditing, business administration, public administration, economic, finance, financial management, or a closely related field may substitute for up to two (2) years, excluding the lead worker, supervisory or administrative capacity requirement.

Established: 03/20/2003  
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