



Job Description

Working Title: Taxpayer Support Specialist 2	Job Code: AUN04112	Reports To: Varies
Job Code Decr: Customer Service Representative 2	Position Number/s: SRV000000204	
Division/s: Taxpayer Services	Department Name/s: Cashier Lobby	Law Enforcement: No
Pay Schedule/Grade: AREG 16	FLSA Status: Non-Exempt	EEO Class: Administrative Support Workers
Prepared By: C Pittman / F Gillis	Approved By: J Brown	Last Update: 11/22/2023

Position Summary:

The Taxpayer Support Specialist 2 is the face of the Department of Revenue by interacting in person with taxpayers coming into the Phoenix, Mesa, and Tucson offices, as assigned. This role is responsible for receiving visitors at the front desk by greeting, welcoming, directing, and announcing them appropriately. The Taxpayer Support Specialist 2 will provide basic and accurate information to in-person taxpayers and will receive, sort, and distribute daily deliveries. Additionally, the Tax Support Specialist 2 is responsible for coordinating lobby traffic by checking in visitors, assigning badges, triaging walk-ins, and documenting summons, and is to maintain office security by following safety procedures and controlling access via the reception desk. They are also responsible for assisting with cashiering and clerking duties when needed or assigned.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Front Desk Service</u> <ul style="list-style-type: none"> • Greets, welcomes, and directs taxpayers at the front desk in a professional and courteous manner • Provides basic and accurate information taxpayers in person at the front desk • Documents taxpayer interactions and/or transactions, and records details of inquiries, complaints or comments, and any actions taken • Receives, sorts, and distribute daily deliveries • Maintains office security by following safety procedures and controlling access via the reception desk (logbook monitoring, visitor badges, etc.) • Coordinates lobby traffic by checking in visitors, assigning badges, triaging walk-ins, and documenting summons • Refers unresolved customer grievances or inquiries to designated departments or leads/supervisors and escalate difficult taxpayer inquiries and grievances to Tax Clerk 3's and/or team leadership 	40%	E 1, 2, 4, 5
<u>Cashiering/Clerking</u> Assists with cashiering/clerking to include: <ul style="list-style-type: none"> • Receiving and processing taxpayers' payments in the form of cash, check, debit/credit card, and money orders • Accurately applying payments to taxpayers' personal and business accounts 	25%	E 1, 2, 5



Job Description

<ul style="list-style-type: none"> Completing daily reconciliation and end-of-day monies balancing of assigned till 		
<u>License and Registration Forms Processing</u> Assists Taxpayer Support Specialist 3's with facilitating the processing of applications and forms to include: <ul style="list-style-type: none"> Processing license, contracting, and registration renewals and applications Processing business account updates Processing and completing applicable ADOR Taxpayer Forms such as Power of Attorney and Requests, Copies of Tax Documents requests, and Marijuana Excise Tax Returns Preparing responses to emails and escalated tickets to applied for accounts and suspended applications 	10%	E 1, 3, 4, 5
<u>Agency/Department Compliance & Continuous Improvement</u> <ul style="list-style-type: none"> Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities. Actively contributes to team and individual effectiveness through the following: - <ul style="list-style-type: none"> Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated Completes all required training in a timely manner. Participates in assigned work teams as appropriate. May complete periodic metrics, projects, huddle boards and reports as requested. Prepares for and actively participates in 1:1 coaching with supervisor Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned. 	20%	E 3, 5
Other duties as assigned	5%	NE

Requirements

Education & Experience

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a High School Diploma (HSD) or General Education Degree (GED), coursework, training, and work experience relevant to the assignment.
- Minimum of one year related experience

Licenses & Certifications

None

Knowledge/Understanding

- Knowledge of principles and processes for providing customer and personal services
- Knowledge of generally accepted accounting practices, as it applies to cash handling

Skills



Job Description

- Strong verbal, written, and active listening skills
- Strong customer service skills to include conflict de-escalation and resolution techniques
- Strong mathematical skills such as addition, subtraction, multiplication, division, percentage, and averages
- Keyboarding/typing at least 40 wpm and 10-key skill
- Effective interpersonal skills and demeanor
- Effective organization and time management skills with the ability to make measurable progress on several tasks simultaneously and work in high-pressure situations
- Proficient in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Outlook, Word and Excel; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive

Abilities

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to work primarily in-office with occasionally remote work opportunities
- Ability to work with a high degree of autonomy and also participate collaboratively as part of a team
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to understand and solve problems by applying basic analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed
- Ability to learn and apply LEAN concepts, principles, and tools
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

Additional Job Demands

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work.)

Selective Preferences

- Experience working in a high production environment
- Previous experience with Continuous Improvement, Six Sigma and/or Lean
- Previous experience in customer service emphasizing on professionally and courteously serving customers in a fast paced environment
- Bilingual in English and Spanish