



## Job Description

<b>Job Title:</b> Manager, Specialty Tax Programs	<b>Job Code:</b> AUN04604	<b>Reports To:</b> Administrator, Shared Services
<b>Job Code Descrp:</b> Audit Supervisor	<b>Position Number/s:</b>	
<b>Division/s:</b> Education & Compliance	<b>Department Name/s:</b> Special Programs Unit	<b>Law Enforcement:</b> No
<b>Pay Schedule/Grade:</b> AREG, 24	<b>FLSA Status:</b> Exempt	<b>EEO Class:</b> First/mid-level officials and managers
<b>Prepared By:</b> M Adams/C Pittman	<b>Approved By:</b> J Brown	<b>Last Update:</b> 3/24/2025

### Position Summary:

The Manager, Specialty Tax Programs provides oversight and management of the full spectrum of audit functions and the audit team for the Specialty Tax Programs Unit (i.e. Vehicle, Boat, and Aircraft Use Tax, Liquor Luxury Tax, and Bingo Tax). This role oversees and/or develops audit scopes, programs, informal hearings and objectives, procedures, and deliverables, and also oversees and prepares outlines, drafts, reports, and submissions of reports. Another primary responsibility of this role is to maximize taxpayer education and accelerate the tax processing experience with the Arizona Department of Revenue (ADOR).

### Supervision:

This position has seven (7) non-supervisory direct reports.

<b>Essential Functions:</b>	<b>% of Time</b>	<b>Essential/ Non-essential</b>
<u>Supervisory</u> Carries out supervisory responsibilities in accordance with ADOR's core values, agency policies, applicable standard work, and applicable laws. Responsibilities include: <ul style="list-style-type: none"> <li>Actively participates in the interviewing and hiring processes and ensures successful functional onboarding of new employees</li> <li>Plans, assigns, coordinates and oversees daily work of direct reports in alignment with strategic, operational, and tactical priorities of the organization</li> <li>Conducts regular one-on-one meetings providing constructive, balanced, regular performance feedback, coaching and mentoring</li> <li>Sets reasonable stretch performance goals and conducting mid-year and annual performance appraisals</li> <li>Recognizes and rewards performance excellence, culture championship, and continuous improvement efforts</li> <li>Communicates and enforces agency policies and programs</li> <li>Applies corrective action, addresses complaints and resolves problems in a timely fashion, involving and collaborating with leadership and Human Resources as appropriate</li> </ul>	30%	E 1, 2, 3, 4, 5
<b>Functional/Operational</b> <i>Carries out the following duties personally and through subordinate staff</i>		
<u>Desk Audits</u> <ul style="list-style-type: none"> <li>Processes desk audits for vehicle, boat, and aircraft use tax to include:</li> </ul>	20%	E 1, 2, 5



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<ul style="list-style-type: none"> <li>○ Vehicle: Upon receiving notice from Arizona Department of Transportation (ADOT) regarding recently registered vehicles, review and determine if use tax was paid at time of purchase, and if not paid then administer notice of proposed assessment to taxpayer</li> <li>○ Boat: Upon boat owners self reporting a boat purchase purchase to ADOR, determine use tax owed, and upon payment provide receipt for Game and Fish registration</li> <li>○ Aircraft: Upon receiving notice from ADOT, send questionnaires for new registrations to determine if use tax is due, and if not paid then administer notice of proposed assessment to taxpayer</li> <li>● Processes desk audits for Bingo and Liquor Luxury tax to include reviewing returns and account information to ensure proper licensing and compliance</li> </ul>		
<p><u>Research &amp; Analysis</u></p> <ul style="list-style-type: none"> <li>● Upon receiving inquiries or issues regarding above mentioned specialty taxes, provides research and analysis into state statutes, laws, rules, regulations, and court rulings to assist with rectifying the inquiry or issue</li> <li>● Responsible for implementing standard operating procedures (SOPs) and training materials as it relates to above mentioned specialty tax programs</li> </ul>	10%	E 2, 4, 5
<p><u>Customer Service and Taxpayer Education</u></p> <ul style="list-style-type: none"> <li>● Upon receiving inquiries regarding specialty taxes, provides customer service and/or education via email or phone on applicable state statutes, laws, rules, regulations, and court rulings to ensure compliance</li> <li>● Assists taxpayers with ensuring required payments are completed correctly and are in compliance, as needed</li> </ul>	10%	E 2, 5
<p><u>Special Projects</u></p> <ul style="list-style-type: none"> <li>● Coordinates, participates in, and/or supports projects or programs specific to the Speciality Tax unit</li> <li>● Traveling in-state for the purpose of field inspections, as needed</li> </ul>	5%	E 2, 3
<p><u>Agency/Department Compliance &amp; Continuous Improvement</u></p> <ul style="list-style-type: none"> <li>● 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.</li> <li>● Actively contributes to team and individual effectiveness through the following: -             <ul style="list-style-type: none"> <li>○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated</li> <li>○ Completes all required training in a timely manner.</li> <li>○ Participates in assigned work teams as appropriate.</li> <li>○ May complete periodic metrics, projects, huddle boards and reports as requested.</li> <li>○ Prepares for and actively participates in 1:1 coaching with supervisor</li> </ul> </li> <li>● 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.</li> </ul>	20%	E 3, ,5



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Other duties as assigned	5%	NE
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### 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 relevant degree from an accredited college or university such as Bachelor’s Degree (e.g., B.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of five years’ audit related experience

#### *Licenses & Certifications*

Valid Arizona Driver’s License

#### *Knowledge/Understanding*

- Knowledge of federal and state laws, rules, and regulations pertaining to tax
- Knowledge of individual income tax policy and procedures.
- Knowledge of organizational and administrative procedures
- Knowledge of auditing methods and systems of generally accepted auditing standards, risk assessments, contract and fiscal management
- Understanding of methodologies of legal research, auditing, and accounting principles and procedures

#### *Skills*

- Strong verbal, written, and listening communication skills
- Strong mathematical skills such as addition, subtraction, multiplication, division, percentage, average, simple and compound interest
- Excellent interpersonal skills and demeanor
- Effective organization and time management skills with the ability to manage multiple projects simultaneously and work in high-pressure situations
- Effective project management skills with the ability to lead, direct the work of teams without formal supervisory authority
- 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, PowerPoint; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive.
- Proficient in the use of tax reporting systems

#### *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 with a high degree of autonomy and also participate collaboratively as part of a team
- Ability to build, motivate, engage, develop/grow, and retain a high performing 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 intermediate 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



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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 travel up to 10% within the state of AZ and operate a personal or state-owned vehicle
- 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**

- Bachelor's Degree in Business, Finance, Accounting or similar field
- Possess a certification such as Certified Internal Auditor (CIA), Certified Public Accountant (CPA), Certified Fraud Examiner (CFE), Certified Information Systems Auditor (CISA) and/or Certified Government Auditing Professional (CGAP)