



Job Description

Job Title: Taxpayer Support Specialist 1	Job Code: AUN04477	Reports To: Licensing Administrator
Position Number/s: SRV000000232		
Division/s: Taxpayer Services	Department Name/s: Cashier Lobby	Law Enforcement: No
Pay Schedule/Grade: AREG 13	FLSA Status: Non-Exempt	EEO Class: Administrative Support Workers
Prepared By: C Pittman / R Madrid / F Gilis	Approved By: J Brown	Last Update: 10/16/2023

Position Summary:

The Taxpayer Support Specialist 1 is the face of the Department of Revenue by interacting in person with taxpayers coming into the Phoenix office. This role is responsible for receiving visitors at the front desk by greeting, welcoming, directing, and announcing them appropriately. The Taxpayer Support Specialist 1 will provide basic and accurate information to in-person taxpayers and will receive, sort, and distribute daily deliveries. Additionally, the Tax Support Specialist 1 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.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Service Delivery</u> <ul style="list-style-type: none"> Greet, welcome, and direct taxpayers at the front desk in a professional and courteous manner Provide basic and accurate information to in-person taxpayers, as requested Documents taxpayer interactions and/or transactions, and records details of inquiries, complaints or comments, and any actions taken Receive, sort, and distribute daily deliveries Maintain office security by following safety procedures and controlling access via the reception desk (logbook monitoring, visitor badges, etc.) Coordinate lobby traffic by checking in visitors, assigning badges, triaging walk-ins, and documenting summons Refer 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 	75%	E 1, 2, 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 	20%	E 3, 5



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<p>and attendance at meetings/events; and or participation in training and others continuing education opportunities.</p> <ul style="list-style-type: none"> ● 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. 		
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.

Licenses & Certifications

- None required

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

- Strong verbal, written, and active listening skills
- Strong mathematical skills such as addition, subtraction, multiplication, division, percentage, and averages
- Keyboarding/typing at least 40 wpm and 10-key skill
- Strong customer service skills such as conflict de-escalation and resolution
- 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 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 in the office on a full-time basis
- Ability to work with a high degree of autonomy and also participate collaboratively as part of a team



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- 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