



Job Description

Job Title: Error Resolution Specialist 1	Job Code: AUN08101	Reports To: Officer 3, Administrative Services
Position Number/s: SRV000001400, SRV000000318, SRV000000483, SRV000001401, SRV000000328, SRV000001275, SRV000001314, SRV000001297, SRV000000371, SRV000000326, SRV000001303, SRV000000705, SRV000001290, SRV000000348, SRV000000291, SRV000000298, SRV000000323, SRV000000326, SRV000000340, SRV000000346, SRV000001333		
Division/s: Processing	Department Name/s: Error Resolution	Law Enforcement: No
Pay Schedule/Grade: AREG 16	FLSA Status: Non-exempt	EEO Class: Administrative Support Workers
Prepared By: T Gallegos / J Brown	Approved By: J Brown	Last Update: 11/22/2023

Position Summary:

Analyzes, investigates, and appropriately adjusts tax documents and payments for a variety of tax types; and locates and fixes the root cause of complicated problems in the tax system.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Error Resolution</u> <ul style="list-style-type: none"> Analyzes, investigates, and appropriately adjusts tax documents and payments for one tax type. Identifies, examines, and corrects tax documents and payments that the tax system failed to validate. Updates and/or amends standard operating procedures for specified tax type. 	40%	E 1, 3, 4, 5
<u>Research</u> <ul style="list-style-type: none"> Conducts comprehensive research and communicates with taxpayers, team members, and supervisors in order to resolve return/payment errors. 	30%	E 1, 3, 4, 5
<u>Processing</u> <ul style="list-style-type: none"> Processes low volume returns in the system. 	5%	E 1, 3, 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. 	20%	E 1, 3, 5



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<ul style="list-style-type: none"> ○ 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 relevant degree from an accredited college or university such as Associate's Degree (e.g., A.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of one year of related experience

Licenses & Certifications

None

Knowledge/Understanding

- Working knowledge and understanding of banking credits and debits, accounting and taxation
- Knowledge of the integrated tax system (TAS)
- Knowledge of statutes applicable to tax reporting
- Knowledge of confidentiality requirements regarding tax information
- Knowledge of return filing instructions and electronic filing requirements
- Understanding of Federal and State laws, rules and regulations

Skills

- Strong verbal, written, and listening communication skills
- Strong mathematical skills to include addition, subtraction, multiplication, division, average, percentage and interest
- Effective organization and time management skills with the ability to manage multiple projects simultaneously and work in high-pressure situations to meet deadlines.
- Effective interpersonal skills and demeanor
- 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 such as TAS

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 analyze and evaluate taxpayer claims, and perform detailed examinations of state tax documents
- Ability to provide guidance and transfer knowledge to other team members
- Ability to work both independently and collaboratively as part of a team
- Ability to perform tasks with precision and speed



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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 undertaking a process of information and data collection and analysis for integration purposes; Identifying and making sets of information and determining their relationships; codifying this data to detect trends and issues in the data and information in a logical and factual manner; making logical deductions from data; and identifying a solution for resolving the problem
- Ability to learn and embrace Continuous Improvement, Six Sigma and/or LEAN
- 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

- Previous experience in research and analytics of complex tax situations, or work experience that demonstrates accuracy and speed in a fast-paced production environment.
- Experience with Continuous Improvement, Six Sigma and/or LEAN