



Job Description

Job Title: Supervisor, Error Resolution	Job Code: AUN03348	Reports To: Deputy Assistant Director, Process Admin District
Job Code Descr: Program Supervisor	Position Number/s: SRV000001389, SRV000000237	
Division/s: Processing	Department Name/s: Error Resolution Unit	Law Enforcement: No
Pay Schedule/Grade: AREG 22	FLSA Status: Non-Exempt	EEO Class: First/mid-level officials and managers
Prepared By: T Gallegos / C Pittman	Approved By: J Brown	Last Update: 8/7/24

Position Summary:

The Supervisor, Error Resolution is responsible for supervision for an Error Resolution Team, as assigned, which consists of team members analyzing, investigating, and adjusting tax documents and payments for a variety of tax types within the Tax Accounting System (TAS). This role oversees the operations of the Error Resolution Program, and collaborates with internal and external stakeholders to meet agency and taxpayer needs.

Supervision:

This position oversees a team of Error Resolution Specialists, including employees and contractors.

Essential Functions:	% of Time	Essential/ Non-essential
<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"> Actively participates in the interviewing and hiring processes and ensures successful functional onboarding of new employees Plans, assigns, coordinates and oversees daily work of direct reports in alignment with strategic, operational, and tactical priorities of the organization Conducts regular one-on-one meetings providing constructive, balanced, regular performance feedback, coaching and mentoring Sets reasonable stretch performance goals and conducting mid-year and annual performance appraisals Recognizes and rewards performance excellence, culture championship, and continuous improvement efforts Communicates and enforces agency policies and programs Applies corrective action, addressing complaints and resolving problems in a timely fashion, involving and collaborating with leadership and Human Resources as appropriate 	30%	E 1, 2, 3, 4, 5
<u>Functional/Operations Program Management</u> <ul style="list-style-type: none"> Ensures the processing of tax documents are timely and accurately posted to taxpayers accounts; monitors and responds to team metrics to ensure goals and targets are being met 	40%	E 1, 2, 4, 5



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<ul style="list-style-type: none"> • Prioritizes, distributes, and reviews the daily work of staff; oversee employees production and quality control to ensure targets are met; and delegates production and non-production related tasks to team members • Creates, maintains, and monitors multiple reports related to the work being conducted by the assigned Error Resolution Team • Answers common, escalated, and/or complex emails from other departments to resolve taxpayers accounts • Participates in establishing and maintaining policies and procedures; ensuring employees are properly trained, coached, and have the resources necessary to perform their jobs; monitoring attendance, work schedules, accuracy of work performed, and production statistics of staff; making hiring and discipline recommendations • Maintains awareness of legislative initiatives to ensure returns and payments will follow legal requirements • Serves as a point-of-contact and assists with escalated, complex error resolution issues • Works in partnership with their counterparts to address Office of the Auditor General's annual financial audits and questions on taxpayers accounts • Serves as a lead and/or backup for Transaction Privilege Tax soft close to ensure monies are distributed to cities and towns of Arizona 		
<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
<u>Projects Engagement</u> Engages as project business lead and/or SME as applicable, to ensure the successful execution of all mandated and non mandated projects.	5%	E 2, 5
Other duties as assigned	5%	NE

Requirements

Education & Experience



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- 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 (5) years' tax error resolution or related experience

Licenses & Certifications

None

Knowledge/Understanding

- 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
- Knowledge 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
- Strong 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 work both independently and 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 build strong working relationships and partnerships with internal and external customers and stakeholders
- 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 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 stay up to date on current tax laws, statutes, regulations, codes, and court rulings
- 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



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- 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, Public Administration, Accounting or a related field
- Experience with Continuous Improvement/LEAN
- Previous experience with program and people management