



Job Description

Job Title: Taxpayer Service Representative 3	Job Code: AUN08330	Reports To: Manager, Customer Service
Position Number/s: SRV000000191, SRV000000360, SRV000000381, SRV000000455, SRV000000469, SRV000000628, SRV000000701, SRV000000970, SRV000001291		
Division/s: Taxpayer Services	Department Name/s: Comp Outreach & Customer Care Unit	Law Enforcement: No
Pay Schedule/Grade: AREG 16	FLSA Status: Non-exempt	EEO Class: Administrative Support Workers
Prepared By: F Gillis / J Brown	Approved By: J Brown	Last Update: 9/11/23

Position Summary:

Interacts taxpayers to provide information in response to inquiries, handles and resolve complaints, and serves as an escalation point for matters that cannot be resolved during first or second contact as assigned.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
Answers all inquiries from calls, tickets, emails, and in-person by consistently greeting customers professionally and courteously, demonstrating willingness to actively listen, clarifying and confirming information to address their issues and inquiries; helps de-escalate irate customers as necessary.	25%	E 1, 2, 4, 5
Efficiently provides customers with accurate information and proactively educates customers to sustain compliance. Assists and educates taxpayers in the proper process of completing tax forms. Will also process forms as needed.	20%	E 1, 2, 3, 5
Documents customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken in ticketing system, TAS, and/or other databases utilized by department as assigned and in accordance with standard work.	15%	E 1, 2, 3, 5
Serves as an escalation point for call center representatives and taxpayers regarding complex case issues, or inquiries which may need to be redirected to a specialized unit as indicated and assigned.	15%	E, 1, 2, 3., 5
Remains current on all laws, regulations, policies, and best practices related to Arizona 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.	5%	E 1, 3, 5



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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. • Participated 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 	10%	E 3, 5
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.	5%	E 1, 3, 5
Other duties as assigned	5%	NE

Requirements

Education & Experience

- High school Diploma or equivalent (GED)
- Minimum of one year related experience

Licenses & Certifications

None

Knowledge/Understanding

- Knowledge or principles and processes for providing customer and personal services

Skills

- Strong verbal, written, and listening communication skills
- Effective organization and time management skills with the ability to make measurable progress on multiple priorities
- Strong interpersonal skills and demeanor
- Proficient in the use of a PC/laptop in a Windows environment; in the use of the Internet; 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 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 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.
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another



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Additional Job Demands

This position functions in a standard office environment:

- 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.

Selective Preferences

- Experience with Continuous Improvement, Six Sigma and/or LEAN