



Job Description

Working Title: Tax Education Trainer	Job Code: AUN09033	Reports To: Program Administrator, Education
Job Code Descr: Community Outreach Coordinator		Position Number/s: SRV000000478, SRV000000015
Division/s: Education & Compliance	Department Name/s: Education Unit	Law Enforcement: No
Pay Schedule/Grade: AREG, 21	FLSA Status: Non-exempt	EEO Class: Administrative Support Workers
Prepared By: C Pittman / M Hawker	Approved By: J Brown	Last Update: 1/23/2024

Position Summary:

The Tax Education Trainer is responsible for the development and implementation of community outreach strategies and tax-related training curriculum and presentations on behalf of the agency. With input from team members and other agency personnel this role creates educational curriculum and materials for tax-related workshops based on the determined educational needs, and presents these materials to an array of audience members, from middle school aged students to tax professionals and business owners. This role is responsible for nurturing a broad network of associations to promote the agency's visibility to serve taxpayers in addressing tax education.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Training Development and Presentation</u> <ul style="list-style-type: none"> Develops tax-related educational curriculum and materials for community use and presentations Creates engaging training materials and presentations for appropriate community audiences Collaborates and confers with internal and external resources for advice and expertise on training materials and curriculum Utilizes all needed technical software to create educational curriculum and materials Provides training to others on how to effectively present information and materials at public meetings 	35%	E 1, 2, 3, 4, 5
<u>Community Outreach Program Coordination</u> <ul style="list-style-type: none"> Determines appropriate community outreach strategies based on a multitude of factors, such as age, demographics, locations, etc. Facilitates and presents tax-related training materials to community members, arraying from middle school aged students to tax professionals and business owners Establishes and maintains strategic relationships with community members and organizations utilizing resources such as regular phone calls, emails, or other outreach methods Tracks and reports outreach communications, internal and external trainings, and the development of educational materials 	35%	E 1, 4, 5



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<p><u>Administrative Support</u></p> <ul style="list-style-type: none"> ● Fields incoming emails to the Education Unit email inbox for educational inquiries ● Schedules and coordinates presentations with both internal and external personnel, from school administrators to business owners ● Provides administrative support to the Education Unit ● As needed, serve as the liaison between the marijuana industry and the agency on all general knowledge questions 	15%	E 4, 5
<p><u>Agency/Department Compliance & Continuous Improvement</u></p> <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
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 a Bachelor's Degree (e.g., B.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of two years' relevant experience, e.g., training content design and development, public speaking/training delivery, marketing, project coordination, public relations

Licenses & Certifications

Current, valid state-issued driver's license appropriate to the assignment.

Knowledge/Understanding

- Knowledge of marketing and promotions strategies and techniques
- Knowledge of communications-related research best practices
- Knowledge of public relations strategies
- Knowledge of adult learning strategies, theories, and techniques
- Knowledge of federal and state tax statutes, regulations, and court rules

Skills



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- Effective verbal, written, and listening communication skills
- Effective organization and time management skills with the ability to coordinate multiple activities simultaneously and work in high-pressure situations
- Effective interpersonal skills and demeanor
- Effective public speaking and presentation skills
- Proficient project coordination skills
- 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 virtual meeting platforms, which include but are not limited to, Google Meets, WebEx, Zoom, Microsoft Teams, and BlueJeans

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 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
- Ability to develop and present appropriate educational curriculum and materials for an array of audiences
- Ability to travel up to 20% of the time within the state of AZ, with some occasional overnight travel
- 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.)
- Ability to operate a state-owned and/or personal vehicle for agency related travel purposes

Selective Preferences

- Bachelor's Degree in Business, Public Administration, Communications, or a related field
- Knowledge of Camtasia and Articulate/Storyline 360