



Tax Collector Audit Compliance Specialist

Category: Classified
Pay Grade: C19
Job Code: 23038

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized field and office work examining tax returns for compliance with state tax laws and County ordinances, involving some investigative work; analyzes returns and exemptions as prepared by taxpayers on forms prescribed by the department, along with financial documents of the preparers' design that are submitted as supportive documentation; makes a determination about satisfactory compliance, follows enforcement procedures to create tax assessments, bank garnishments, personal and property liens, and resolves routine non-compliance situations without further referral to superiors; investigates TIPS and websites to identify un-registered taxpayers; resolves non-compliance situations, creates and follows up on tax payment plans without further referral to superiors; produces written documents supporting their assessment findings; responds to requests for information regarding penalty waivers, amending tax returns, corrections, refunds, creates tourist express profiles, explains tax requirements, and taxpayer rights to businesses and the general public; responds to consumer complaints, maintains accounts, creates monthly reports, and follows up with routine investigation work, working independently to resolve non-compliance questions on all but the more complex situations; may perform public education and presentations before groups, as well as meeting with individuals.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Analyzes tax returns for accuracy or completeness, and obtains missing information;
- Corrects the math calculation errors found on returns and initiates supplemental billing;
- Creates taxpayer payment plans;
- Reviews and processes voluntary disclosure paperwork to establish accounts;
- Determines late filing/non-filings violations and levies penalty assessments;
- Creates new personal property and real estate liens, as well as timely releasing the same;
- Creates bank garnishments and follows through to the release process;
- Calculates the lawful penalties for checks returned for insufficient funds and investigates the account balances of tax debtors;
- Resolves routine non-compliance situations independently via follow-up telephone interviews, e-mail, formal correspondence, and personal conferences with taxpayers or their representatives;
- Creates Tax Assessments on delinquent accounts, prepares casework on the more complex non-compliance situations, and submits them to Auditors and other superiors with a list of available options and recommendations for progressive enforcement;
- Prepares casework on the more complex non-compliance situations and submits them to Auditors and other superiors with a list of available options and recommendations for progressive enforcement;
- Conducts Internet investigations and condominium "sweeps" to uncover non-compliance or under-reporting activity;
- Reviews tax exemption requests and makes initial determination of eligibility;
- Analyzes Exempt documentation and determine validity of claim;

- Prepares monthly reports for the Florida Department of Revenue, Property Appraiser, and the Convention and Visitor's Bureau;
- Monitors the "tip-line" and other consumer complaints received by the department, following through to completion and documenting each complaint investigation;
- Acts as an expert, interpreting state laws and County ordinances to the public;
- May conduct public education and information seminars before travel industry groups, realtors, condominium management associations, accountants, and others;
- Conducts full applicant and document screening;
- Accesses online computer databases, conducts research, and analyzes information for eligibility;
- Performs medical screening to determine license eligibility and administers vision exams and referrals;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of experience in a Florida Tax Collector's Office, Department of Revenue, or Department of Highway Safety & Motor Vehicles that includes an emphasis in audit, finance, budget, or accounting; or an Associate's degree with coursework in business, finance, accounting, or public administration; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Must maintain FRVIS and FDLIS Access Authorization per Florida Department of Highway Safety & Motor Vehicles Procedure TL-57 and RS-64.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the principles of investigations and investigative techniques;
- Knowledge of Florida Statutes and County Ordinances pertaining to ad valorem and non-ad valorem taxes;
- Knowledge of the principles of accounting and bookkeeping;
- Knowledge of the business practices of tourism and the accommodations industry;
- Knowledge of the role of the Convention & Visitors Bureau, Pinellas County Board of County Commissioners, and the Tax Collector;
- Knowledge and skill in operating various computer program and software applications, such as Internet, Microsoft Office software applications, and Internet investigations;
- Skill in making presentations to large and small groups;
- Skill in typing accurately at a reasonable rate of speed and entering data accurately;
- Ability to interview and interrogate, gather and evaluate evidence and research documents;
- Ability to objectively review facts, analyze data, be flexible, and judge cases on their merits and arguments;
- Ability to independently and accurately review and understand complex legal information and documents to make appropriate decisions in accordance with laws, ordinances, rules, regulations, policies, and procedures;
- Ability to make mathematical calculations, assess penalties and fees, develop trending charts and detect variations;
- Ability to proficiently interact and communicate appropriately with the public face-to-face, by phone, or by email in an efficient, effective, and courteous manner;
- Ability to communicate verbally and in writing in a clear, concise, effective, and courteous manner;
- Ability to use small office equipment and computers.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.