

TAX COLLECTOR AUDIT COMPLIANCE SPECIALIST

Job Code	Pay Grade
23038	CL12

Nature of Work

This is specialized field and office work examining tax returns for compliance with state tax laws and county ordinances, involving some investigative work. Areas of assignment are principally in the Tax Collector's Tourist Development Tax Division, but could be in any of the departments under the Tax Collector. Employees in this class analyze 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. The employee will make a determination about satisfactory compliance, follow enforcement procedures to create tax assessments, bank garnishments, personal and property liens, and resolve routine non-compliance situations without further referral to superiors. The employee will investigate TIPS and websites to identify un-registered taxpayers. The employee will resolve non-compliance situations, create and follow-up on tax payment plans without further referral to superiors. The employee will produce written documents supporting their assessment findings. The employee will respond to requests for information regarding penalty waivers, amending tax returns, corrections, refunds, create tourist express profiles, explain tax requirements, and taxpayer rights to businesses and the general public. The employee will also respond to consumer complaints, maintain accounts, create monthly reports, and follow-up with routine investigation work, working independently to resolve non-compliance questions on all but the more complex situations. Duties may involve public education and presentations before groups, as well as meeting with individuals. The employee exercises independence and finality of action for predefined subject matter functional areas. Incumbent reports to the manager and performs work under the general supervision of Tax Auditors, with independent judgment, discretion, and initiative required.

Minimum Qualification Requirements

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

Appointing Authority May Also Require

- Florida Driver License or Florida Commercial Driver License and endorsement, if any, and capable of obtaining a County Driver License.
- 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 highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are 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.

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Illustrative Tasks (continued)

- 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.
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- 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.
- Performs related work as assigned or required.

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.
- Moderate knowledge and skill in operating various computer program and software applications, such as Internet, Microsoft Office software applications, and Internet investigations.
- Skill at 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.

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Created	EEOC Code	Overtime Code
10/15	Para-Professionals	Classified