

Minimum Qualification Specifications
for the Class:

TAXPAYER SERVICES MANAGER

Prerequisite Knowledge and Abilities Required

Knowledge of: State and/or federal tax laws and rules sufficient for broad interpretations; methods and techniques of editing and writing materials for publication through various media; public relations; and principles and practices of supervision.

Ability to: Plan, organize, direct and coordinate programs and activities for taxpayer services; prepare effective and informative articles and materials for publication through various media; edit materials prepared by others; analyze and evaluate information and make sound recommendations; understand, evaluate and explain technical tax information; speak before groups, individuals and the media; cooperate with others; establish and maintain effective working relationships and public relations; and supervise the work of others.

Basic Education/Experience Requirements

Graduation from an accredited four (4) year college or university with a bachelor's degree.

Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience that provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements

Applicants must have had progressively responsible experience of the kind, quality and quantity described in the following paragraphs, or any equivalent combination of training and experience:

Specialized Experience: Two and one-half (2-1/2) years of progressively responsible professional experience which involved the review, analysis, interpretation and application of State and/or federal tax laws, rules and regulations, legal opinions,

court decisions, and other documents to render sound taxation decisions and determinations on various tax issues.

Information Experience: One (1) year of responsible professional experience which involved the transmittal of informational materials on the activities, plans, developments, etc., of an agency to the general public and/or special interest groups. Examples of materials prepared include newspaper and magazine articles, bulletins, brochures, flyers, speeches, exhibits, etc. The work need not have required substantial in-depth knowledge of any particular subject matter, but must have demonstrated the ability to present material in a manner suitable for publication through various media.

Supervisory Experience: One (1) year of supervisory work experience which included: 1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance.

Non-Qualifying Experience

Examples of experience which will not be credited as meeting the Specialized Experience requirement include:

1. Experience in a tax program limited to clerical processing of tax information, documents or payments will not be accepted as qualifying.
2. Experience as a periodic or part-time employee which involved, as a primary activity, the preparation of individual income tax returns on a routine pre-determined format will not be accepted as qualifying.
3. Professional level work such as administrative staff support services, i.e., personnel or fiscal, performed in a tax program.

Substitutions Allowed

1. A master's degree in accounting from an accredited college or university with emphasis in tax (at least one course in Tax Research, and one course in Tax of Business Entities; and elective courses such as Taxation of Partners/Partnerships, Advanced Corporate Tax, and Estate and Gift Tax) may be substituted for one (1) year of the required Specialized Experience.
2. A law degree from a School of Law, accredited by a nationally recognized specialized accrediting body (or a law degree that is deemed comparable by a nationally recognized specialized accrediting body), which included course work in tax laws may be substituted for one (1) year of the required Specialized Experience.

3. Possession of a bachelor's degree in communications or journalism from an accredited college or university may be substituted for six (6) months of the required Information Experience.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

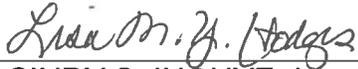
Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the minimum qualification specifications for the class TAXPAYER SERVICES MANAGER, which were approved on February 15, 2000.

Date Approved: 11/7/14


for CINDY S. INOUE, Interim Director
Department of Human Resources Development