



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services

Class Code(s): 0360

Phone: (701) 328-3290

TAXPAYER SERVICES SUPERVISOR

GRADE N

Scope of Work:

Work involves planning, directing and supervising all activities of the Taxpayer Services section within the Office of State Tax Commissioner, and coordinating with other sections and divisions.

Duties Performed:

- Manage section staff; identify development areas and provide training; conduct regular meetings and advise staff on policy matters and tax law/rules to resolve issues.
- Develop performance standards and assess level of achievement; evaluate performance and recommend salary increases; participate in staff recruitment, hiring, and disciplinary action.
- Manage software vendor approval process for E-File; provide guidance and direction in testing; act as liaison between the Department and vendors to facilitate the approval process.
- Oversee yearly changes to the integrated tax system; monitor programming changes to ensure they comply with statutory directives; provide input relating to the conceptual design of new programs and maintenance of existing programs.
- Manage fraud detection for individual income tax; examine returns for potential identity theft issues; work with other divisions and agencies to assist identity theft victims; represent department on suspicious filer taskforce.
- Coordinate activities of the section with other sections and divisions in the Department; collaborate on work items and special projects; refer accounts to audit or compliance for additional follow up and assessment.
- Communicate with taxpayers, tax preparers, payroll services and other interested parties on behalf of the Tax Commissioner; review and respond to correspondence received; adjust accounts and re-issue notices based on newly discovered information.
- Develop, maintain and revise tax guidelines, notices and other official documents; provide updates to the Tax Commissioner on issues for inclusion in press releases or other public communications; assist in responding to taxpayers on behalf of the Tax Commissioner.
- Respond to surveys and inquiries from other states and organizations; prepare various administrative reports tracking the success of the section; assist other Department staff in preparing information during legislative session.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in accounting, business or public administration, statistics, economics, or a closely related field and four years of progressively complex related work experience, with at least one year serving in a lead role. Related work experience must include work that demonstrates strong analytical skills and complex problem solving abilities.

Eff. Date: 3/14