



## City of Kansas City, Missouri Job Class Specification

<b>Job Title:</b>	TAXPAYER SPECIALIST SUPERVISOR	<b>Department:</b>	FINANCE
<b>Job Code:</b>	1139	<b>Status:</b>	NONEXEMPT
		<b>Grade:</b>	NE-6

### Summary

This highly specialized, responsible administrative work supervising Taxpayer Specialists.

Work involves responsibility for supervision and direction of assigning Taxpayer Specialist and clerical personnel, research and analysis of service delivery productivity information, establishment and maintenance of appropriate controls to ensure the efficient flow work and for effective development of public relations, systems, and procedures. Work also involves meeting public, explaining city tax laws and policies and processing unusual customer's complaints. Work includes training an directing Taxpayer Specialists in review, reconciliation and analysis of taxpayer records, in research techniques related to establishing tax liabilities and locating taxpayers delinquent in payment of taxes, in the billing and collection of property taxes and special assessments, in the processing of business license applications and/or renewals, in registering businesses for all applicable taxes, licenses and fees, and in processing tax clearances. Work is performed with wide latitude for independent judgment and the incumbent is expected to independently carry out assignments.

Work may involve representing the city at public meetings, court hearings and activities.

Work is reviewed by administrative manager through conferences, reports and evidence of the work product. Performance is measured on productivity and quality of work output, customer satisfaction, planning and enhancing work processes, employee performance management and contributions to department's citywide goals.

### Duties and Responsibilities

- Organizes Taxpayer Specialist staff on work activities including scheduling, assigning, and reviewing work of Taxpayer Specialists.
- Interviews, hires, trains, supervise, disciplines, and evaluate subordinate Taxpayer Specialists.
- Assumes personal responsibility for completing all work tasks including those of the individual and the team.
- Leads Taxpayer Specialists in developing creative and innovative solutions to meet the needs and requirements of internal and external customers while adhering to departmental rules, regulations and City tax laws.
- Assists departmental administration in planning and implementing new programs or redesign of existing services.
- Develops performance standards and measurements for evaluation of team members for service delivery.
- Composes written communications.
- Conducts meetings with Taxpayer Specialists.
- Authorize adjustments to customer accounts.
- Interprets municipal tax ordinances and departmental policy, procedures, and rules to the public.
- Establishes audit controls in money handling operations.
- Assists departmental administrators in setting performance standards and measurements for service delivery.
- Supervise reviews and approves preparation of documents related to cases sent to Law Department for litigation.

- Duties and Responsibilities**
- Meets with taxpayers to resolve problems or concerns; answers complex account and case inquiries from external and internal customers; assists staff with difficult or complex cases; applies laws, ordinances, regulations and precedents deciding questions related to tax liabilities.
  - Liaisons between the Finance Department and Collection Agency to ensure that all inquiries on agency accounts are properly resolved.
  - Liaisons with other Divisions and other City Departments involved in the licensing of businesses and/or collection of various City taxes or special assessments.
  - Meets or talks with taxpayers to resolve problems related to licensing or registering businesses, billing and collecting various City taxes or special assessments, or to assist the staff with complex questions regarding the functions of assigned office.
  - Performed related duties as required.

**Technical Skills**

- Must demonstrate knowledge of business English, spelling, and math.
- Must demonstrate knowledge of principles and practices of public administration, research and analysis techniques, supervision and management principles, and problem solving techniques.
- Must demonstrate ability to interpret municipal and department laws, regulations and policies; make decisions in conformance with applicable laws, regulations and policies; design, implement and evaluate procedures for programs and activities. Collect , analyze and interpret data, and present oral and written reports; supervise and train team members engaged in customer service delivery; evaluate work performance; and establish and maintain effective working relationships with other employees and subordinates.
- Must sign and adhere to confidentiality agreement.

**Education and Experience**

Accredited Bachelor's degree with major course work in business or public administration or a related subject area and three (3) years of experience in a taxpayer unit or three (3) years of supervisory experience in a public or private customer service environment.  
OR

An equivalent combination of education and experience.

**Certificates/  
Licenses/Special  
Requirements**

- Requires evaluation and certification by the City's Education and Development Office at the appropriate level of customer service development and completion of the Supervisor Certificate Program administered through the Mid-American Council (MARC) within two (2) years of appointment to position.
- May be required to be bondable.
- Must pass a background check as prescribed by the City.

**Supervisory  
Responsibility**

Supervision is exercised over a Taxpayer Specialist

**Supervision  
Received**

Work is performed under general supervision.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

**Created**

2/06

**Revised**

9/06, 3/07, 07/10, 11/16, 8/22