

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Revenue Section Coordinator

Class Code: 10165

Pay Grade: GI

A. Purpose:

Coordinates and is responsible for the activities of a section within the Department of Revenue to ensure the effectiveness and efficiency of revenue processing operations or special taxes.

B. Distinguishing Feature:

Revenue Section Coordinators direct the functions in special taxes; motor vehicle title, registration, and invoicing; or the business tax accounting section and functions as a lead worker in directing the activities of support staff carrying out assigned functions.

Revenue Supervisors supervise revenue agents, auditors, or dealer inspectors in the Department of Revenue.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Manages a section within a revenue division ensuring compliance with the appropriate statutes, policies, and procedures.
 - a. Coordinates and monitors processing activities of the section.
 - b. Schedules and prioritizes staff and processing section activities.
 - c. Interprets and applies statutes according to division policy.
 - d. Provides technical assistance.
 - e. Researches and resolves complaints.
 - f. Reviews and recommends legislative changes and how they will/would affect the operation of the section.
 - g. Develops, recommends, and clarifies policy and procedure changes for the section.
 - h. Ensures that staff has the equipment, information, software, databases, and training that they need.
2. Evaluates and maintains the division's data requirements to determine if current needs are being met and ensures the accuracy, validity, and reliability of data.
 - a. Gathers, analyzes, and organizes data relating to internal programs.
 - b. Reviews requests from data system users for new reports or the application of data and modifications to existing reports.
 - c. Determines the feasibility of requests.
 - d. Analyzes the system for additional changes needed.
 - e. Designs necessary and requested changes to the systems.
 - f. Prioritizes requests for delivery to the programmers.
 - g. Tests and oversees the testing of proposed changes to the data systems.
 - h. Researches problems that occur within the data systems.
 - i. Instructs users in how to use the data systems and the best method to use to achieve the desired results.
 - j. Requests and assigns internal system security access to users.
 - k. Designs, requests and/or generates a variety of reports from the data system.

3. Acts as a lead worker over subordinate staff to ensure the goals and objectives of the work unit are met.
 - a. Interviews and recommends new hires.
 - b. Provides training and work direction to staff.
 - c. Reviews and approves leave requests.
 - d. Identifies staff performance problems, informs the supervisor, and carries out disciplinary actions.
 - e. Documents staff performance and provides input in performance reviews.
4. Performs other work as assigned.

D. Reporting Relationships:

Reports to a division director. Acts as a lead worker over support staff.

E. Challenges and Problems:

Challenged to know and maintain many different databases, understand how they interact, and to maintain the integrity of the data system. This is difficult because of the need to meet user needs, allow flexibility for users, keep a standard operating procedure for the system in place, and prioritizing and coordinating programming on the system. The position is also challenged to know, interpret, and apply a variety of tax codes. This is difficult because many tax codes interrelate and affect different people in different ways.

Typical problems include determining whether requested changes fit within the overall design of the department plan, determining system priorities, identification of problems within existing systems, designing changes, providing instruction on system changes timely to many different users, determining if testing on changes to the system are effective, providing accurate data within tight timeframes, prioritizing projects, maintaining a working knowledge of codes and how they interact, applying the law to different situations, communicating with people who have different levels of comprehension, knowing how to handle irate customers, and to know when statistics or problems show a trend that need quick attention.

F. Decision-making Authority:

Decisions made include analyzing and determining the effectiveness of requests to change data systems, if the request will meet the users needs, and if it fits within the departments plan; whether the testing of system changes is sufficient; what documentation is necessary and who should receive it; taxpayer errors that can be corrected without contacting the taxpayer; the assessment waiver of late charges within set guidelines; materials and programs to be included in training sessions; scheduling for reports off of the data system; when to process payments; the security levels of system users; recommending policy and procedure changes; training methods and materials; scheduling the running of reports; final approval of beverage licenses; whether to hold applications that do not conform to the law; whether a person is eligible for a tax refund; and whether the correct taxes have been paid to the state.

Decisions referred include referring complex legal issues, challenges to an eligibility decision, changes in laws or policies, final decision in the purchase of new technology for the division, legislative proposals, final approval on the priority of system users based upon the departments plan, guidelines to use in assessing or waiving late charges, and the deadlines for projects.

G. Contact with Others:

Daily contact with the public and city and county officials to give or receive information and answer questions on specific tax laws and procedures; daily contact with other state agencies concerning computer system schedules, programming, and operational questions; daily contact with system users to explain system capabilities and provide instructions; weekly contact with associations to give and receive information; weekly contact with vendors to view products; and monthly contact with law enforcement agencies regarding the interpretation of laws.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- applicable laws, policies, and procedures;
- procedures for the storage and retrieval of data;
- statistical methods;
- the department's computer systems and data management needs.

Ability to:

- deal tactfully with others;
- train others in the use of the in-house computer system;
- establish and maintain effective working relationships with others;
- use a computer;
- communicate operating procedures and requirements to department staff.

CC: 10165 EEO: 02 Est:03/93 Rev: 08/00