

## Principal Tax Auditor Task List

### Auditing

1. Develops audit inventory selection tools, audit programming strategies and methods of analyzing audit sources by researching best practices and collaborating with various City officials and management to ensure effective audit selection processes.
2. Makes recommendations to management regarding audit procedures for the Office of Finance when required by changes in the law, such as changes to the Los Angeles Municipal Code, regulations or technology to ensure efficiency and uniformity of department operations.
3. Communicates with the public and/or representatives of City departments regarding audit-related matters, such as taxpayer disputes or complaints, in person or through telephone or email.
4. Collaborates with personnel from other divisions within the Office of Finance for various issues regarding active audit-cases (such as audits requiring an automatic review or concerns brought up by the taxpayers) in order to complete audits in an efficient and accurate manner.
5. Meets with taxpayers and/or subordinates, such as Senior Tax Auditors and Senior Auditors, to discuss unresolved tax issues, such as classification apportionment and assessments, and tries to reach an agreement or resolve a complaint.
6. Serves as primary liaison with contracted auditing agencies regarding taxes such as transient occupancy tax, parking occupancy tax, and communication user tax by reviewing and approving invoices and reviewing agency performance to ensure contract guidelines and agreements are being met
7. Writes correspondence to taxpayers in response to their inquiries regarding various audit-related issues that have been elevated to upper-management or in response to inquiries that have been addressed specifically to the Director of the Office of Finance.
8. Represents the Office of Finance as an expert witness in litigation cases involving mediation sessions and at meetings before the Claims Board, Budget and Finance Committee, City Council and other relevant authorities.

### Project Management

9. Plans work of field auditing operations by creating subordinate work schedules and setting project deadlines to ensure that the activities of the section are conducted in an efficient and timely manner in order to meet annual departmental goals.

10. Assigns work projects such as the design of new auditing forms or development of a job analysis and proficiency form to subordinate supervisors or groups of subordinates based on considerations such as employee workload, employee capabilities, and development needs of individual employees in order to meet employee and departmental goals and objectives as well as performance standards.
11. Organizes special field audit activities by creating work assignments, disseminating instructions to participating subordinates and writing a formal after-action report which includes a written narrative and statistical data in order to meet departmental goals and objectives.

### Supervision

12. Assigns, reviews and approves audits of subordinate supervisors, such as Senior Tax Auditors and Senior Auditors, and provides guidance as to the completeness and accuracy of the audit when necessary to ensure the efficiency and accuracy of subordinate work.
13. Develops the section's monthly performance metrics pertaining to the amount of audits completed as well as the quality, timeliness and customer service ratings of all audits completed by utilizing Microsoft software, modifying as necessary, evaluating section's productivity and recommending improvements/initiatives to management.
14. Determines whether personnel and equipment resources of each unit supervised are adequate for the workload and recommends changes in the distribution of personnel or equipment when necessary to ensure that work is conducted in an efficient and timely manner.
15. Provides technical assistance and direction to subordinates, such as Senior Tax Auditors and Senior Auditors, on the more difficult and problematic taxpayer issues to ensure accuracy in subordinate and department performance.
16. Evaluates section's audit procedures and processes to ensure efficient section and department performance and makes recommendations to management on proposed changes.
17. Organizes the activities necessary to complete special projects by selecting subordinates who will participate, giving individual work assignments, checking periodically to make sure the project is proceeding on schedule, and reviewing the completed work.
18. Writes procedural memos concerning the application of new and amended laws, rules, and regulations in the day-to-day operations of the Office of Finance to ensure that these operations are executed consistently and in compliance with the Los Angeles Municipal Code and established policy.
19. Writes extensive and complex narrative material, such as technical and administrative procedures, interpretations of ordinances, descriptions of new

programs, training program objectives and specifications, budget justifications, and correspondence to ensure efficient department performance.

20. Provides oral and written instructions to subordinate supervisors or peers regarding office and/or field audit activities concerned with the investigation and enforcement of City tax and permit ordinances to ensure that these activities are carried out consistently and in compliance with the Los Angeles Municipal Code and established policy.
21. Informs management of the activities of the units supervised and any concerns, ideas, or suggestions from subordinates to ensure departmental goals and objectives are being met and to improve where necessary.
22. Reviews documents such as letters to the public, performance evaluations, suggestions for improvements, statistical reports, narrative audit requests, injured on duty (IOD) reports, and mileage reimbursement requests prepared by subordinates to ensure completeness, accuracy, and compliance with established procedures.
23. Interviews and selects prospective employees for subordinate professional and clerical supervisory positions by evaluating their qualifications and experience in type of work desired, as well as ensures candidates meet other requirements of the Office of Finance in order to fill vacant positions within the department.
24. Organizes the Office of Finance's formal audit training class for new employees by reviewing and updating the outline of material to be covered; preparing the instructor by discussing the outline, teaching procedures, and logistics of the training program; checking that all necessary materials are included and available (particularly those relating to recent ordinance changes); ensuring that students are notified; and evaluating the effectiveness of the program by reviewing trainees' scores on written tests in order to meet supervisory Equal Employment Opportunity responsibilities (EEO) and to ensure effective departmental performance.
25. Fulfills supervisory EEO responsibilities such as conducting performance evaluations of subordinate personnel related to their required duties and provides counseling and/or disciplinary action if necessary, recommends training and prepares all employees for advancement.
26. Writes responses to written grievances filed by subordinates after discussion regarding the details of the grievance with the liaison from the Personnel Department, and in accordance with City policy and applicable Memoranda of Understanding.
27. Attends formal grievance hearings, or arbitration hearings at the request of the Personnel Department in order to represent the Office of Finance and provide expertise when necessary.