

**CLASS SPECIFICATION**

03-16-06

**CHIEF TAX COMPLIANCE OFFICER, 1211**

**Summary of Duties:** Directs the operation of a major division, or Enforcement Section of the Office of Finance; plans, coordinates and manages the work of employees issuing City Business Tax Registration Certificates and other City permits, receiving tax and permit fees in the main branch offices of the Office of Finance; assists in directing the above operation; applies sound management principles and techniques in building and maintaining an effective work force; fulfills equal employment opportunity responsibilities; and does related work.

**Distinguishing Features:** An employee of this class directs or assists in directing all activities related to the collection of taxes, permit fees, and other revenues due to the City. The decisions of the Chief Tax Compliance Officer are subject only to general review by the Assistant Director and the Director of the Office of Finance. Administering an efficient organization and an aggressive tax and permit program of collection and enforcement significantly affects the City's revenue. An incumbent supervises a large number of employees involved in a variety of activities including clerical, inspection, auditing, and accounting work of the office.

**Example of Duties:** A Chief Tax Compliance Officer:

- Directs, through subordinate supervisors, the issuance of Business Tax Registration certificates, and other City permits and the related data processing and clerical work;
- Conducts or participates in informal hearings on disputed tax and permit matters;
- Directs receipt of money for taxes and permit fees and related records keeping;
- Supervises, through subordinates, processing units which prepare and mail tax and permit forms and notices, control accounts and payments, and prepare accounting records and reports;
- Directs an extensive program of inspecting and auditing the returns and accounts of business firms and enforcement of City tax and permit laws;
- Directs issuing refunds and releases for escrows, adjusting accounts, and applying penalties;
- Supervises a public information program regarding tax and permit laws, rules and policies;
- Assists in drafting tax ordinances;
- Prepares reports on tax and permit questions and related legislation;
- Prepares revenue estimates on existing taxes and makes revenues projections for proposed new taxes, etc.;
- Develops and interprets policies;
- Develops and installs new or revised systems and procedures;
- Directs the designing of tax and permit forms;

- Establishes processing and accounting controls;
- Plans, organizes, coordinates, and evaluates the work of various units;
- Plans for peak work periods;
- Prepares budget estimates;
- Handles major discipline problems;
- Participates with the department management representative in management-employee relation matters;
- Confers with representatives of the City Attorney's Office, Council Committees, the City Controller, and other City officials on tax and permit matters;
- Reviews new tax and permit ordinances before they are presented for adoption;
- Confers with business representatives and attorneys regarding complex tax cases;
- Prepares and recommends new business tax rate schedules;
- Communicates equal employment information to employees;
- Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates;
- Assists employees in preparing for promotion as described in the City's Equal Employment Opportunity Program;
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications:** Incumbents must have the following knowledges and abilities:

**Knowledge of:**

- Tax and Permit provisions of the City Charter;
- City tax and permit ordinances, City Clerk Rulings, and related City Attorney's opinions;
- Policies and procedures pertaining to tax and permit administration;
- State legislation and tax procedures as they pertain to City-shared revenues from the State;
- Business methods and operations, particularly of those businesses which are subject to special regulations;
- Functions of the various City departments, particularly those issuing permits or licenses;
- Administrative and management principles, practices and procedures, including technique used in personnel, planning, organizing, and budgeting;
- Effective methods used in making inspections and investigations including sound audit practices;
- Functions and limitations of computerized accounting and auditing as applied to tax and permit matters;
- Standard forms of commercial accounting, bookkeeping, and auditing;
- Supervisory principles and practices, including planning, delegating, and controlling the work of subordinates;
- Techniques of training, instructing, and evaluating subordinate's work performance;
- Techniques for counseling, disciplining, and motivating subordinate personnel;
- Procedures for grievance handling;
- Supervisory responsibility for equal employment opportunity and maintaining a

- discrimination free workplace;
- Effective safety principles and practices;
- Laws and regulations related to equal employment opportunity and non-discrimination;
- Memoranda of understanding as they apply to subordinate personnel;
- City personnel rules, policies and procedures;

The ability to:

- Exercise sound judgment in the formulation of tax and permit policies;
- Analyze and develop office routines and procedures and to coordinate these with computerized data processing operations;
- Effectively conduct employee relations matters and relations with recognized employee organizations;
- Direct the disposition and enforcement procedures of complex tax and permit cases;
- Direct the maintenance of records and the preparation of reports;
- Conduct or participate in conference or hearings relating to tax and permit matters in an effective and impartial manner;
- Communicate tactfully and effectively with subordinates, government officials, and the general public;
- Establish and maintain a work environment to enhance both employee moral and productivity.

Requirements:

1. Two years of full-time paid experience as a Senior Tax Auditor, with the City of Los Angeles; or
2. Two years of full-time paid experience in a position at least at the level of Tax Compliance Officer III which provides supervisory experience with the City of Los Angeles in tax and permit operations.

License: A valid California driver's license and a good driving record may be required.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.**