

TAX RENEWAL ASSISTANT, 1356
SENIOR TAX RENEWAL ASSISTANT, 1357

Summary of Duties: On a seasonal basis, under supervision, performs general office clerical duties or specialized clerical functions which require the ability to apply the tax ordinance provisions of the Municipal Code and the exercise of some independent judgement; supervises or may assist in supervising a group of employees performing these functions; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

Distinguishing Features: Employees of these classes are employed on a seasonal basis to meet the temporary needs of the Office of the City Clerk during the Business Tax and Payroll Expense Tax period and the Police and Fire Permit renewal period.

A **Tax Renewal Assistant** performs work which varies in degree of difficulty from that which is essentially routine and repetitive to that which requires the exercise of a limited amount of independent judgement. After instruction, employees of this class are responsible for following established policies and procedures. A Tax Renewal Assistant may be required to answer telephone inquiries from taxpayers, to compute taxes due and to give factual information, to act as a messenger or supply clerk, or to drive a delivery van, or to perform data entry. Employees of this class may have limited responsibility for training other employees in this class or assisting in supervising a small number of employees performing relatively simple duties. Tax Renewal Assistants operate a variety of office machines including check endorser, microfiche, numbering machines, typewriters, calculators, CRT's, mechanical letter openers, and personal computers.

A **Senior Tax Renewal Assistant** performs more complex tax and permit renewal work which requires a moderate amount of independent judgement, and may supervise or assist in training and supervising larger groups of employees performing tax or permit renewal work.

Incumbents in the class of Senior Tax Renewal Assistant, as bona fide supervisors, are distinguished from lead workers in that they are responsible for the performance of the full range of supervisory activities including the application of discipline, processing and resolution of grievances and evaluation of performance.

Examples of Duties:

Tax Renewal Assistant:

Performs office clerical work related to processing tax renewal and permit applications during annual renewal periods;
Counts, sorts, and distributes mail;
Collates and compares figures on payments and attached documents for accuracy;
Transfers statistical tax data to logs and totals items on logs;
Files correspondence, business tax applications, and tax returns and delinquent payment envelopes;
Researches taxpayer records on computer files;
Answers and routes telephone calls to appropriate unit;
Verifies the correctness of control documents;
Under supervision, makes record changes on active Business Tax, Payroll Expense Tax, Police and Fire Permit Certificate and other related accounts;
Picks up and delivers mail, documents, and money deposits;
May drive a delivery van;
Performs routine calculations on 10-key calculator and verifies that payment amounts and tax document totals agree;
Researches payment accounts;
Assists in processing refund claims
Researches bad checks;
Calculates tax liabilities;
Sets up new accounts;
Analyzes and corrects errors in data entry documents;
Reviews billing and refund determinations;
Answers telephone inquiries from taxpayers as part of phone bank personnel;
Using automated equipment, inputs a high volume of raw data into the Tax and Permit System (TAPS);

Senior Tax Renewal Assistant: Supervises or assists in training and supervising moderate to large groups of employees engaged in the above work, and
Administers and monitors temporary payroll budget;
May supervise an operational unit;
Assists the head of tax renewal operations in researching the more difficult or complex tax renewal problems;
May supervise the clerical support operation and recommend changes to the renewal processing operation;
Compiles statistics and reports on daily receipts;
Makes projections and comparisons of revenue;
Directs the daily receipt and transmittal of monies;
Reviews the research or personally researches the difficult and complex tax renewal problems of renewal operations;
May assist in hiring other Tax Renewal Assistants;
Develops and administers tax renewal training program;
Writes renewal procedures;
Sets up delivery van routes and ensures that safety standards are met;
Communicates equal employment/affirmative action 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 Affirmative Action Program;

Both Classes: May be occasionally assigned other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledges and abilities:

Knowledges of:	Tax Renewal Assistant	Senior Tax Renewal Assistant
Correct punctuation, spelling, and grammatical usage;	Good	Good
Modern office practices, including filing, indexing, and cross-referencing methods;	Good	Good
Commonly used office machines and equipment together with some skill in their operation;	General	General
Bookkeeping practices;	General	General
Operation of word processing text editing equipment, remote data entry and recall systems, and personal computers;	General	General
Effective safety principles and practices;	Good	Good
City personnel rules, policies, and procedures;	General	General
Supervisory responsibility for equal employment opportunity and affirmative action as set forth in the City's Affirmative Action Program;	General	Good
 Ability to:		
Learn rapidly and apply laws, ordinances, office policies, regulations, and procedures and to explain them to other employees and to the public;	x	x
Perform moderately complex clerical functions;	x	x
Make difficult file searches	x	x
Type at a speed and level of accuracy within acceptable City standards in some positions;	x	x
Make arithmetical computations such as addition, subtraction, multiplication and division;	x	x
Deal tactfully and effectively with the public and other employees;	x	x
Operate a vehicle for the purpose of making pick-ups or deliveries in some positions;	x	
Organize work and complete assigned tasks according to instructions and in a timely manner;	x	x
Assign, direct, and review the work of others.		x
Establish and maintain a work environment to enhance both employee morale and productivity;		x

Minimum Requirements:

Tax Renewal Assistant: Graduation from high school is desired.

Senior Tax Renewal Assistant: Eight months of full time paid experience as a Tax Renewal Assistant for the City of Los Angeles or in a position at least at that level which provides experience in City tax renewal processing.

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

Physical Requirements:

Both classes: Frequent or prolonged sitting, standing, walking, reaching both above and below shoulder level; occasional stooping or squatting; hand and finger dexterity for grasping or operating office key board and other machines; vision required to read documents or computer screen; hearing sufficient to respond to verbal communication in person or by telephone; average lifting up to five pounds and occasionally over 20 pounds.

Those with medical limitations may be able to perform the duties of some positions with reasonable accommodation. The decision to accommodate someone's limitations will be made on an individual basis and depends on the types of limitations, what the hiring department can reasonably do to accommodate them, and the specific qualifications for the job.

Fair Labor Standards Act Status:

None of the positions in these classes qualify for an exemption from the minimum wage and overtime requirements of the Fair Labor Standards Act.

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 and responsibilities of any position shall be.