



Taxpayer Compliance Officer

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
TAXPAYER COMPLIANCE OFFICER I	1059	B13	\$35,439 - \$52,388
TAXPAYER COMPLIANCE OFFICER II	1060	B15	\$38,976 - \$58,045
TAXPAYER COMPLIANCE OFFICER III	1061	B17	\$42,976 - \$64,469
TAXPAYER COMPLIANCE OFFICER IV	1062	B19	\$48,244 - \$76,028
TAXPAYER COMPLIANCE OFFICER V	1063	B21	\$54,278 - \$87,046
TAXPAYER COMPLIANCE OFFICER VI	1064	B23	\$61,184 - \$99,658

GENERAL DESCRIPTION

Performs tax enforcement, licensing, and compliance work, including providing taxpayer services; collecting taxes, fees, or penalties; and enforcing tax laws.

EXAMPLES OF WORK PERFORMED

Collects direct and indirect state taxes, such as franchise taxes, sales and use taxes, alcoholic beverage taxes, and cigarette taxes.

Conducts compliance activities and investigations related to tax refunds, violations, and taxpayer complaints, both in person and via phone.

Enforces state tax laws using various statutory collection tools, such as account freezes, levies, seizures, bond forfeitures, filing of liens, filing of misdemeanor charges, and/or the suspension of permits to collect delinquent taxes.

Analyzes taxpayer accounts to determine their delinquent status and initiates appropriate collection actions.

Confiscates and destroys items determined to violate state importation laws.

Maintains records related to the collection of taxes and seized assets.

Prepares forms, notices, correspondence, and reports.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VI may also perform work listed within the previous levels.

Note: *Factors that may distinguish between entry and journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related work experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others performing work of greater complexity.*

TAXPAYER COMPLIANCE OFFICER I: Performs entry-level tax enforcement, licensing, and compliance work. Work involves providing taxpayer services; collecting taxes, fees, or penalties; and enforcing tax laws. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

TAXPAYER COMPLIANCE OFFICER II: Performs routine (journey-level) tax enforcement, licensing, and compliance work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Interpret laws, rules, policies, and procedures; and apply them to applicable state tax situations.

TAXPAYER COMPLIANCE OFFICER III: Performs complex (journey-level) tax enforcement, licensing, and compliance work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Furnish taxpayers with licensing and filing requirements and answers associated questions.
- Prepare applications, determine the amount of bond required under tax laws, and compute the tax base.

Note: *Senior-level employees may perform the full range of work listed in the levels preceding their own, and/or may coordinate and/or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; and the nature, complexity, scope, and impact of the work performed. Any senior-level employee (levels IV-VI) may serve in a lead or supervisory role.*

TAXPAYER COMPLIANCE OFFICER IV: Performs highly complex (senior-level) tax enforcement, licensing, and compliance work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate the review of taxpayer accounts to determine their delinquent status and initiate appropriate collection actions.
- Coordinate tax collections, enforcement, and compliance work.
- Coordinate and conduct tax seminars for the public.
- Instruct staff in the uniform application of tax laws and compliance procedures.
- Investigate tax violations and handle taxpayer complaints.

- Plan, design, implement, and organize tax enforcement programs.
- Prepare legally acceptable affidavits and related documents for use in the prosecution of tax violators.
- Analyze procedures and recommend changes as appropriate.

TAXPAYER COMPLIANCE OFFICER V: Performs advanced (senior-level) tax enforcement, licensing, and compliance work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Oversee regional or specialized tax enforcement teams.
- Lead initiatives for policy development and procedural improvements.
- Serve as an expert advisor on compliance matters.

TAXPAYER COMPLIANCE OFFICER VI: Performs highly advanced (senior-level) tax enforcement, licensing, and compliance work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Develop and implement strategic plans for tax enforcement operations.
- Lead statewide compliance initiatives.
- Serve as a senior advisor to executive management on compliance strategies.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in accounting, bookkeeping, or collections work. Graduation from an accredited four-year college or university with major coursework in business administration, accounting, or a related field is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of compliance and collection processes; of accounting and tax administration procedures; and of Texas tax laws, rules, regulations, policies, and procedures.
- Skill in performing basic mathematic computations, and in the use of computers and applicable software.
- Ability to interpret and apply laws, regulations, policies, and procedures; to analyze tax situations; to detect tax violations; to prepare reports; to maintain confidentiality and protect the privacy of state employees, taxpayers, and other members of the public; and to communicate effectively.

Additional for Taxpayer Compliance Officer III – VI levels

- Ability to provide guidance to others.

Additional requirements for Taxpayer Compliance Officer IV – VI levels

- Skill in identifying and resolving problems.
- Ability to supervise the work of others.