



Taxpayer Compliance Officer I

Salary Group: B13

Class Code: 1059

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 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.

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 tax refund, compliance, and violation investigations for various types of taxes the State collects.

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.

Assists taxpayers with licensing and filing requirements, conducts compliance activities, and handles taxpayer complaints in person and/or on the phone.

Assists in the preparation of applications, determining the amount of bond required under tax laws, and computing the tax base.

May interpret laws, rules, policies, and procedures, and apply them to applicable state tax situations.

Performs related work as assigned.

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

Knowledge of compliance and collection processes; accounting and tax administration procedures; and Texas tax laws, rules, regulations, policies, and procedures.

Skill in performing basic mathematic computations, and in the use of a computer 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.