

CITY OF GLENDALE

TITLE:	Senior Billing & Compliance Specialist	CLASS CODE:	323
REPORTS TO:	Tax and License Supervisor	GRADE:	21
DEPARTMENT:	Finance	FLSA:	N

JOB SPECIFICATION DATE: April 9, 2007

JOB SUMMARY

Ensures businesses are in compliance with business license and sales tax requirements. Provides lead technical supervision to billing and compliance specialists. Requires field and/or office work.

ESSENTIAL FUNCTIONS

1. Performs technical lead supervision to billing and compliance specialists.
2. Conducts canvass of the city, identify sources of information, and develop leads in identifying all types of business operations.
3. Investigates and determines business compliance with privilege sales tax, special regulatory and business, occupational and professional license requirements.
4. Advises and educates license applicants, special event groups and tax code violators of ordinance regulations and license requirements.
5. Analyzes taxpayer/customer accounts and determines account adjustments/requirements based on interpretation of city codes, ordinances and administrative regulations.
6. Provides assistance to billing and compliance specialist in determining the proper license, proper tax code, and accuracy of account adjustments and reimbursements.
7. Issues citations to businesses, which are not in compliance with city codes.
8. Notifies violators by letter, by phone and by personal contact that a violation exists and the date that compliance must be met.
9. Monitors for compliance, performs pre-audit assessments, and assembles pre-audit documentation for auditors.
10. Builds case files and prepares documentation for court action.
11. Assists businesses in completing applications and other standard reporting forms.
12. Coordinates and completes compliance canvasses at special events.
13. Researches files, reviews tax returns, and investigates leads to identify non-compliance, irregularities, and delinquency in sales tax filing.
14. Prepares and maintains computerized work activity and statistical reports.

SECONDARY FUNCTIONS

15. Posts liquor license notices and insures all posting requirements are met.
16. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

City licensing ordinances and city and state tax codes
Businesses operating in the city
Geographical limits of the city, and street locations

Skill in:

Influencing, negotiating, and defusing difficult situations
Investigative techniques

Ability to:

Perform business mathematical calculations
Effectively communicate verbally and in writing
Maintain accurate records and prepare routine computerized statistical reports
Establish and maintain effective working relationships with businesses, city staff and the public
Use tact and discretion when dealing with the public

WORKING CONDITIONS

Extensive walking is required when conducting business canvasses, including some exposure to weather conditions. Exposure to hostile, irate, and sometimes threatening individuals over compliance issues. Exposure to unrestrained animals.

MINIMUM QUALIFICATIONS

Associates Degree in Business, Public Administration or a related field, and at least two years experience involving monitoring and enforcing city tax and license regulations.
Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Arizona driver's license.