

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Occ. Code 0605600

Tax Conference Conciliator, Grade 25	0605600
Assistant Supervisor Tax Conferences, Grade 27	0605475
Supervisor Tax Conferences, M-3	0605500
Assistant Director Conciliation and Mediation Services, M-4	0606400
Director Conciliation and Mediation Services, M-5	0606500

Brief Description of Class Series

Positions in this series conduct conciliation conferences, requested by taxpayers, to resolve disputes between taxpayers and the Department of Taxation and Finance. Conciliation conferences provide an impartial and informal avenue for resolution of disagreements in lieu of or prior to adjudication by the Division of Tax Appeals. These conferences cover all taxes administered by the Department, as well as the denial, cancellation, suspension, or revocation of licenses, permits, or registrations issued by the Department.

These positions are found only at the Department of Taxation and Finance (Tax).

Distinguishing Characteristics

Tax Conference Conciliator: full-performance level; presides at conferences; proposes resolution of disputes; issues conciliation orders that are binding on the Department, but not taxpayers, who may appeal to the Division of Tax Appeals.

Assistant Supervisor Tax Conferences: first supervisory level; supervises Tax Conference Conciliators; serves as conciliator in particularly large dollar amount or complex cases.

Supervisor Tax Conferences: coordinates and supervises all conciliation activities for the Albany or Metropolitan Conference Sections.

Assistant Director Conciliation and Mediation: one-position class; manages and coordinates the daily activities of the Bureau of Conciliation and Mediation Services.

Director Conciliation and Mediation Services: one-position class; directs the Conciliation and Mediation program.

Illustrative Tasks

Tax Conference Conciliator: under the direct supervision of an Assistant Supervisor Tax Conferences, reviews taxpayer requests for conferences and identifies potential issues; plans and prepares conference calendars; presides at conferences; signs and issues subpoenas and administers oaths and affirmations; advises parties of their rights and responsibilities; hears or receives testimony and evidence necessary to reach an equitable resolution; questions parties to clarify issues and ascertain relevant facts; reviews all pertinent information prior to issuing consents or orders; waives or modifies penalty, interest, or additions to tax based on reasonable cause; prepares detailed narrative reports of conferences including findings of fact, conclusions, and dispositions; and prepares written communications to interested parties.

Assistant Supervisor Tax Conferences: under the general direction of a Supervisor Tax Conferences, conducts preliminary reviews of requests for conferences and assigns requests to Conciliators; ensures that cases are processed and conferences held within the time limitations defined by statute and regulation; reviews the more complex cases prior to resolution; presides at particularly large or complex conferences; supervises Tax Conference Conciliators; reviews cases closed by consent or withdrawal of protest; prepares reports on the status of cases, number of conferences held, and dispositions made; and communicates with taxpayers, representatives, and Department personnel as needed.

Supervisor Tax Conferences: under the general direction of the Assistant Director Conciliation and Mediation Services, coordinates and supervises all conciliation activities for a Conference Section; supervises Assistant Supervisors Tax Conferences; receives taxpayer requests for conferences and assigns requests to conciliation staff; prepares reports on section operations relative to number of conferences held, dispositions made, and number of conferences pending; reviews all cases closed with conciliation orders; maintains close working relationships between Conference Sections for the exchange of opinions and uniformity and consistency of opinions; advises the Assistant Director on cases that may be precedent setting or that may impact current or proposed tax policy; and ensures that staff are briefed on changes in tax law, regulations, and Department policies, procedures, and practices.

Assistant Director Conciliation and Mediation Services: under the general direction of the Director Conciliation and Mediation Services, coordinates the daily activities of the various units within the Bureau; oversees the development of the strategic plan for the Bureau; assists in the development and implementation of policies and procedures endorsed by the Director to govern Bureau activities; establishes and coordinates workflow priorities throughout the Bureau; tracks bureau performance measures and prepares bureau annual reports; advises the Director of operational deficiencies and proposes solutions as appropriate; reviews taxpayer protests and case files for sensitive and high value cases prior to conference; develops operating reports

on Bureau activities; ensures completion of all required trainings by the Bureau in the Statewide Learning Management System (SLMS); ensures proper level of staffing in all Bureau Sections; coordinates between the Bureau, other divisions in the Department, taxpayers and/or their representatives to optimize the efficiency and effectiveness of Bureau activities; and supervises the Data Control Unit and Supervisors Tax Conference in all district office locations.

Director Conciliation and Mediation Services: under the general direction of executive management, plans, directs, and manages the conciliation and mediation program; establishes policies and procedures for the scheduling and conduct of conferences; recommends new rules and modifications to existing rules governing the program; provides recommendations on proposed tax regulations and legislation; directs the assignment, development, and evaluation of staff; prepares annual budget submission; provides operating reports to executive management; and represents the Department at meetings of various interest groups.

Minimum Qualifications

Tax Conference Conciliator

Promotion: one year of service as a Tax Technician 3 (any parenthetical), Auditor 2 (any Tax specialty parenthetical), or Tax Regulations Specialist 1.

Assistant Supervisor Tax Conferences

Promotion: one year of service as a Tax Conference Conciliator.

Supervisor Tax Conferences

Promotion: one year of service as an Assistant Supervisor Tax Conferences.

Assistant Director Conciliation and Mediation Services

Promotion: one year of service as Supervisor Tax Conferences.

Director Conciliation and Mediation Services

Promotion: one year of service as an Assistant Director Conciliation and Mediation Services, or Supervisor Tax Conferences.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the

Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 03/2021

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