

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

Tentative Classification Standard

Occ. Code 0610510

Tax Compliance Representative 1, Grade 11	0610510
Tax Compliance Representative 2, Grade 15	0610520
Tax Compliance Representative 3, Grade 19	0610530

Brief Description of Class Series

Tax Compliance Representatives answer inbound calls concerning taxes, Unemployment Insurance contributions, and payroll tax reports owed. They collect payments over the phone and answer callers' questions regarding payment plans and collections processes.

These positions are classified only at the Department of Taxation and Finance and the Department of Labor.

Distinguishing Characteristics

Tax Compliance Representatives 1: entry level; collects taxes or contributions over the phone and responds to taxpayer inquiries.

Tax Compliance Representatives 2: first-level supervisor; supervises a team of Tax Compliance Representatives 1; monitors call volumes; and resolves difficult calls by answering questions from Tax Compliance Representatives 1.

Tax Compliance Representatives 3: second-level supervisor; supervises multiple teams lead by a Tax Compliance Representative 2.

Illustrative Duties

Tax Compliance Representative 1: answers incoming calls from taxpayers; verifies callers' identities to ensure sensitive information is only shared with authorized parties; processes payments; explains the nature and extent of liability to taxpayers and their representatives, providing legal basis for issuance of tax bills or assessments; answers taxpayers' questions and educates on collections procedures and various tax types, rules, and schedules that impact debt; explains the procedures for appealing bills or assessments; resolves or cancels assessments within authority levels; contacts banks, employers, and credit organizations for pertinent information and documents

relative to both personal and business assets and liabilities; checks department records for information on taxpayers; identifies cases that may meet Offer in Compromise criteria and conveys this as a possible remedy; provides taxpayers with instructions on how to resolve liabilities; transfers callers to other units as appropriate; negotiates and approves installment payment agreements within approved authorized thresholds and timeframes; asks questions to ensure that they are advising callers correctly; summarizes callers' circumstances and consults with supervisor regarding waiving levies and installment payment plans outside of approved authorized thresholds and timeframes; logs calls and ensures relevant information is documented; ensures contact information and accounts are up-to-date in relevant systems; and sends out correspondence in response to telephone requests from taxpayers.

Tax Compliance Representative 2: supervises Tax Compliance Representatives 1; tracks call metrics and produces monthly call metrics and productivity reports; answers questions from staff; handles escalated calls; reviews staff calls and provides feedback to improve; approves installment payment agreements within authority levels; determines if additional information or documentation is needed to approve installment payment agreements; approves recommendations to release or waive levies, income executions, warrants, or penalty charges; identifies deficiencies or complaint trends and trains staff; determines when and which enforcement tools are appropriate, including when to issue warrants and what monies can be levied; recommends closing cases as uncollectible when no assets exist or if assets are outside the reach of the agency; and issues payoff letters when appropriate.

Tax Compliance Representative 3: oversees a staff of Tax Compliance Representatives 1 and 2; establishes priorities and adjusts assignments among assigned teams; makes final decisions on uncollectible cases, levies, payment plans, and referral of cases; resolves taxpayer protests and complaints; monitors utilization of the call center telephone system; assigns staff to manage call workload and determines staffing requirements to provide adequate telephone coverage at all times; implements standards and guidelines that govern collection contacts with taxpayers; monitors staff work to ensure adherence to Department policies; reviews operating and workload reports; evaluates call waiting time, calls abandoned, and call time; and prepares management reports on the effectiveness of the unit's collection activities.

Minimum Qualifications

Tax Compliance Representative 1

Transition: one year of service in a position allocated to Grade 4 or higher.

Open-Competitive: two years of full-time experience in which 50% or more of your time was spent dealing with the general public; or one year of full-time experience in the collection of debts which must include contacting debtors in person or by telephone for the purpose of arranging payment; or 60 semester credit hours of college-level study;

or 30 semester credit hours of college-level study, and either one year of experience in which 50% or more of your time was spent dealing with the general public, or six months of experience in the collection of debts which must include contacting debtors in person or by telephone for the purpose of arranging payment.

Tax Compliance Representative 2

Promotion: one year of service as a Tax Compliance Representative 1, or a Tax Compliance Agent 1.

Tax Compliance Representative 3

Promotion: one year of service as a Tax Compliance Representative 2.

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.

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