

Iowa Department of Administrative Services – Division of Human Resources
Job Classification Description

Revenue Examiner 2

Definition

Under general supervision, performs the office examination and evaluation of tax returns and the determination of taxpayers' liability; consults with taxpayers in preparing tax returns or in making determinations of returns; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Examines tax returns and related documents to determine the completeness, accuracy, and compliance with specific tax laws and regulations.

Corresponds with taxpayers and field staff to address discrepancies or incomplete items.

Computes tax, interest, and penalties on current and delinquent accounts.

Consults with taxpayers; responds to questions and explains applicable rules and regulations

Issues billing request notices, refund requests, liens, and releases from tax liability obligations.

Identifies individuals who are delinquent on submitting tax returns and payments.

Trains new Revenue Examiners by explaining procedures, assigning work, reviewing work, and responding to questions to develop knowledge on the tax subject area.

Competencies Required

Knowledge:

- Economics and Accounting – Economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Oral Comprehension - Listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - Communicate information and ideas in speaking so others will understand.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field.
- 2) A total of four years of education and/or full-time experience, where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience in tax, accounting, bookkeeping, auditing, insurance, analysis of financial or business forms and data, or answering technical or tax-related questions.
- 3) Current, continuous experience in the state executive branch that includes two years of full-time work in tax, accounting, bookkeeping, auditing, insurance, analysis of financial or business forms and data, or answering technical or tax-related questions.
- 4) Current, continuous experience in the state executive branch that includes experience equal to twelve months of full-time work as a Revenue Examiner 1.

Effective date: 09/22 RH