Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

# Revenue Agent Series

## Classes in the Series

| Class Code | Class Title |
| --- | --- |
| 00354 | Revenue Agent 1 |
| 00355 | Revenue Agent 2 |
| 00356 | Revenue Agent 3 |

## Series Concept

This series encompasses those positions whose duties are to collect delinquent taxes, canvas for unreported taxes due, and provide assistance to taxpayers concerning Iowa tax law and departmental reporting requirements.

## Exclusions

The following are excluded from classification within this series:

1. Positions that examine tax returns to assure they are complete and accurate. Such positions should be classified in the Revenue Examiner Series.
2. Positions that research, develop, and write Department of Revenue tax policy and rules. Such positions should be classified in the Technical Tax Specialist Series.

## Class Distinctions

### Revenue Agent 1

This is the trainee level of the series. Positions learn to collect overdue state taxes from taxpayers. They learn collection techniques and methods related to the administration of state tax laws.

### Revenue Agent 2

This is the experienced/full performance, journey-level class in the series and differs from the first level in that work is performed under general supervision and no longer in a training or learning capacity. Positions perform work related to the collection of overdue state taxes from taxpayers. They initiate legal action to enforce compliance with state tax laws.

### Revenue Agent 3

Positions at this level perform all of the functions expected at the second level. In addition, they are expected to train new revenue agents, monitor and make work assignments, and assist other agents with difficult and/or complex collection actions. They are technical experts in tax collection activities.

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