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

Revenue Agent 3

Definition

Under general direction, functions as the technical expert in tax collection activities; trains new agents, makes work assignments, and assists other agents with difficult and/or complex collection problems; 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

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Initiates legal action to enforce compliance with tax laws.

Maintains a balanced workload among agents by assigning or reassigning work because of employee absences, geographic assignments generated by using computer analysis, and coverage of special events.

Trains new agents in all aspects of work to ensure adherence to agency policies, procedures, and standards.

Assists lower-level agents by accompanying them on assignments where difficult collections are anticipated or complex explanations or interpretations of existing departmental policies and procedures will be required.

Explains changes in law or departmental policy that would change or otherwise affect existing agency procedures.

Completes and provides periodic routing and special reports to the immediate supervisor upon request.

Competencies Required

Knowledge:

- Basic Arithmetic – Addition, subtraction, multiplication, and division.

- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.

- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.

- Written Comprehension – Read and understand information and ideas presented in writing.

- Written Expression – Communicate information and ideas in writing so others will understand.

- Verbal 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.

Skills:

- 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.

- Writing – Communicating effectively in writing as appropriate for the needs of the audience.

- Coordination – Prioritizing, organizing, and accomplishing tasks.

- Persuasion – Persuading others to change their minds or behavior.

- Service Orientation – Actively looking for ways to help people.

- 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.

- Speaking – Talking to others to convey information effectively.

- Negotiation – Bringing others together and trying to reconcile differences.

- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.

- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

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

1) Four years of full-time work experience in bill or account collections.

2) All of the following (a and b):
   a. One year of full-time work experience in administering tax laws or in bill or account collections; and
   b. A combination of a total of three years of education and full-time experience (as described in number one), where thirty semester hours of accredited college or university course work in any field equals one year of full-time experience.

3) Current, continuous experience in the state executive branch that includes one year of full-time work as a Revenue Agent 2.

4) Current, continuous experience in the state executive branch that includes six months of full-time work as a Revenue Examiner 2.

Notes

Some positions in this class may require an applicant to have the ability to pass a background investigation.

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Effective date: 09/22 RH