

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

Revenue Examiner 1

Definition

Performs structured, beginning-level, analytical office work examining tax returns to accurately determine taxpayer liability; assists taxpayers in complying with the state revenue code; 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 completeness, correctness, and compliance with specific tax laws and regulations including income, sales, property, motor fuel, etc.

Corresponds with taxpayers and field staff to clarify questionable or incomplete items contained in tax returns.

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

Consults with taxpayers in the preparation of tax returns by answering inquiries and interpreting rules and regulations.

Issues billing request notices, refund requests, liens, and releases from tax liability obligation as required to ensure compliance with tax laws and regulations.

Competencies Required

Knowledge:

- Customer and Personal Service – Principles and processes for providing customer and personal service. This includes 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 – Administrative and clerical procedures and systems including word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology

Abilities:

- 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.
- 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. I
- 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 college or university with an associate's degree in accounting, finance, business administration, or a related field, and experience equal to one year of full-time work in accounting, auditing, providing general tax preparation assistance, or answering tax-related questions.
- 2) All of the following (a and b):
 - a. One year of full-time work experience in accounting, auditing, providing general tax preparation assistance, or answering tax-related questions; and
 - b. A total of two years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university coursework in accounting, finance, business administration, or a related field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes six months of full-time work in professional accounting or auditing, or in providing general tax preparation assistance or answering tax-related questions.

Effective date: SA 05/20