Iowa Department of Administrative Services – Human Resources Enterprise
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, correctness, and compliance with specific tax laws and regulations.
Corresponds with taxpayers and field staff to clarify questionable or incomplete items in tax returns.
Computes tax, interest, and penalties on current and delinquent 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 obligations as required to ensure compliance with tax laws and regulations.
Conducts searches for individuals who are delinquent on submitting tax returns and payments to ensure compliance with the tax law.
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:

• 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 four-year college or university with a bachelor’s degree in any field and experience equal to two years of full-time work in professional accounting, auditing, or tax preparation.

2) All of the following (a and b):
   a. Two years of full-time work experience in professional accounting, auditing, or tax preparation; and
   b. A total of four years of education and/or full-time experience (as described in part a), 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 experience equal to 12 months of full-time work in professional accounting, auditing, and/or tax preparation.

4) Current, continuous experience in the state executive branch that includes experience equal to 12 months of full-time work as a Revenue Examiner 1.

Effective date: KF 8/17