

CITY OF GLENDALE

TITLE: Billing & Compliance Specialist CLASS CODE: 321

REPORTS TO: Various GRADE: 19

DEPARTMENT: Finance FLSA: N

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Ensures businesses are in compliance with business license and sales tax requirements.

ESSENTIAL FUNCTIONS:

1. Interviews business owners and determines type of license required.
2. Review laws, ordinances, code and policies to verify taxability, classify license types and authorize deduction allowances; educates businesses about licensing requirements and sales tax responsibility; assists customer in completion of forms and reconciliation classify license types and authorize deduction allowances; educate businesses about licensing requirements and sales tax responsibility; assist customers in completion of forms and reconciliation of records.
3. Open and close utility accounts and make payment arrangements with taxpayers and utility customers.
4. Conducts canvass of the City, identify sources of information, and develop leads to identify all types of business operations.
5. Investigates and determines each business' compliance with privilege sales tax, special regulatory and business, occupational and professional license requirements.
6. Advises license applicants and tax code violators of ordinance regulations and license requirements; mails out appropriate license applications.
7. Provides notification of required licenses, monitors for compliance, and issue citations for non-compliance.
8. Assists businesses in completing applications and other standard reporting forms.
9. Researches files and reviews tax returns to identify non-compliance, irregularities, and delinquency in sales tax filing.
10. Investigates tips and leads on unlicensed businesses and those in non-compliance with sales tax regulations.
11. Provides taxpayer information to audit staff for possible audit leads.
12. Prepares and maintains computerized work activity and statistical reports.
13. Posts liquor license notices; insures posting requirements are met.

SECONDARY FUNCTIONS:

14. Follows up on sales tax forms labeled as undeliverable by the Post Office.
15. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

City licensing ordinances, City and State tax codes.
Businesses operating in the City.
Geographical limits of the City and street locations.
Previous appeal or hearing situations

Skill in:

Influencing, negotiating, and defusing difficult situations.

Ability to:

Perform business mathematical calculations.
Effectively communicate verbally and in writing.
Maintain accurate records and prepare routine computerized statistical reports.
Use tact and discretion when dealing with the public.
Establish and maintain effective working relationships with businesses, City staff and the public.

WORKING CONDITIONS:

Extensive walking is required when conducting business canvasses, including some exposure to weather conditions. Exposure to hostile, irate, and sometimes threatening individuals over compliance issues. Exposure to unrestrained animals.

MINIMUM QUALIFICATIONS:

High school diploma or G.E.D. equivalent education supplemented by one year of college coursework in business or public administration and one year experience involving financial or tax transactions with public contact in retail business or service environment. Preference will be given to experience related to area of assignment.
Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS:

Arizona driver's license