



Licensing & Taxpayer Analyst

Class Code:
344

CITY OF GLENDALE (AZ)
Established Date: Jan 28, 2013
Revision Date: Jan 30, 2013

SALARY RANGE

\$18.87 - \$30.19 Hourly
\$39,244.00 - \$62,790.00 Annually

JOB SUMMARY:

Performs technical and analytical functions in the research, processing and renewal of privilege (sales) tax and business professional licenses; and the processing, renewal or transfer of liquor, adult business, adult performer and wagering establishments or bingo licenses.

ESSENTIAL FUNCTIONS:

1. Reviews, analyzes, researches and responds to complex taxpayer accounts and refund requests.
2. Conducts precise and indepthin-depth review and validation of taxpayer accounts during month end process.
3. Ensures accuracy of accounts prior to mailing of monthly bills.
4. Assists with the development and implementation of system upgrades, changes, processes, workflow, correspondence, reports and e-tax.
5. Review City codes, ordinances and administrative regulations and policies to verify licensing requirements, classify license types and educate businesses about licensing responsibilities.
6. Conducts a canvass of the City, investigates tips and leads on unlicensed businesses and those in non-compliance and develop leads to identify all types of business operations.
7. Advises and educates license applicants, special event groups and code violators of City codes, ordinances and administrative regulations and policies and license requirements and determines type of license required.
8. Assists businesses in completing applications and other standard reporting forms for privilege (sales) tax, business, occupational and professional, liquor, and special regulatory licenses.
9. Follows cash handling procedures for field related activities.
10. Notifies violators by letter, by phone and by personal contact that a violation exists and the date that compliance must be met.
11. Issues citations to businesses, which are not in compliance with City codes, ordinances and administrative regulations and policies.

12. Builds case files and prepares documentation for court action.
13. Coordinates and completes compliance canvasses at special events.
14. Provides taxpayer information to audit staff for possible audit leads.
15. Analyzes and makes recommendations for the processing, renewal or transfer of liquor, wagering establishment and bingo licenses.
16. Prepares complete and accurate Council Communications packets and G.I.S. Maps.
17. Posts liquor license notices and insures all posting requirements are met.
18. Reviews, analyzes and ensures compliance of adult business license applications, changes or renewals.
19. Acts as liaison between the City and the Arizona Department of Liquor Licenses and Control.
20. Attends edit team meetings, special workshop, and agenda review sessions, as required.
21. Provides assistance to other departments, the public or external agencies for information on license and/or account status.
22. Researches, assembles and coordinates data for month end process and monthly revenue reports for distribution to the management team and for annual sales tax and customer service overviews for distribution.
23. Prepares and maintains computerized work activity and statistical reports.
24. Revises and updates procedure manuals for liquor, bingo, adult business, and wagering establishment regulations.
25. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS & SPECIAL REQUIREMENTS:

Bachelor's degree in Business, Public Administration or related field and two years of related work experience in some or all of the areas of business regulation in the public sector.

Any equivalent combination of training and experience that provides the required knowledge, skills and abilities, is qualifying.

Special Requirements

Arizona driver's license

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

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.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

City Code requirements and Federal and State legislation, regulations and practices regarding sales tax, liquor, and wagering establishment and bingo licensing.

City Code requirements, State law and First Amendment Rights regarding adult business regulations.

Geographical limits of the City and street locations.

Previous appeal or hearing situations

Basic auditing knowledge

Skill in:

Influencing, negotiating, and defusing difficult situations

Investigative techniques

Ability to:

Apply state law and Model City Privilege (Sales) Tax Code in resolution and response issues

Work with minimal supervision and exercise independent judgment in licensing matters

Prepare G.I.S. maps, graphs and other documents accurately

Perform business mathematical calculations

Effectively communicate verbally and in writing

Maintain accurate records and prepare routine computerized statistical reports

Research, organize and maintain data

Maintain and cultivate professional relationships with other City departments

Remain current on legislative issues regarding liquor, adult businesses, wagering establishments and bingo

Communicate effectively at different levels of the City, State and County government

Use tact and discretion when dealing with the public

REPORTING RELATIONSHIP(S):

Reports to: