

TAX/PERMIT REPRESENTATIVE

DEFINITION

Under supervision, locates and contacts individuals and business establishments to ensure compliance with various City business taxes, room taxes, and permit requirements.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Revenue Supervisor. Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

Tax/Permit Representative is a journey level class in the Revenue Division of the Finance Department. Incumbents ensure compliance with relevant Municipal Codes and other applicable City ordinances pertaining to business taxes, business permits, and room taxes. Incumbents exercise independent judgement within established guidelines while carrying out inspections of business establishments, investigations of possible noncompliance with City regulations, and collections of business taxes and permit fees. Tax/Permit Representative is distinguished from the Utility Services Representative series in that incumbents of the latter are responsible for starting and stopping water service, and establishing a basis of cost therefore, and field collections for delinquent City utility bills. Tax/Permit Representative is also distinguished from Revenue Supervisor in that the latter is the first-line supervisory level.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to the following)

Contacts businesses and other entities to determine compliance with Municipal Codes and other applicable ordinances associated with business taxes, room taxes, and business permits.

Performs required field inspections to ensure compliance with Municipal Code provisions regarding permit or business tax certificates.

Collects business taxes, permit fees, and room taxes.

Advises the public of business taxes, room taxes and permit regulations and assists them in completing forms and applications.

Reviews business tax and permit applications and room tax returns for accuracy, completeness and promptness of payment.

Reviews annexation records, newspapers and other documents for information on new businesses.

Reviews financial information of businesses for accuracy and conformance to Municipal Code provisions.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The geography of the City, including the location and layout of streets.

Business English, spelling and arithmetic.

The principles and practices of bookkeeping and accounting.

Modern office practices and procedures.

Skills to:

Operate a computer and a variety of word processing and software applications.

Ability to:

Interpret and apply municipal ordinances to specific situations.

Enforce Municipal Codes and other applicable ordinances with perseverance, tact and firmness.

Establish and maintain an effective working relationship with co-workers and the general public.

Make operating decisions independently in accordance with departmental policies and procedures.

Communicate clearly and concisely, both orally and in writing, and prepare clear and concise written reports, correspondence, and presentations.

Work in a high-pressure environment dealing with customers, often in difficult, stressful or confrontational situations.

MINIMUM QUALIFICATIONS

Experience:

One (1) year of experience in credit or financial investigative work.

Education:

Completion of eighteen (18) semester units of accredited college or university coursework in business administration or related field. An additional year of qualifying experience may be substituted for the required education.

Special Requirement(s):

Possession of a valid California Driver's License at time of appointment.

APPROVED: _____
Director of Personnel

DATE: _____

APG:NK:RLR:05/12/04