101 West Jefferson Street Springfield IL 62702 217.785.7570

555 West Monroe Street Chicago 1L 60661 312.814.3190



JB Pritzker Governor

David Harris Director

RECEIVED

MAY **04** 2023

OFFICE OF

Secretary of the Senate

DEPARTMENT OF REVENUE

MEMORANDUM

To:

The Honorable Don Harmon

Senate President

The Honorable Emanuel "Chris" Welch

Speaker of the House

The Honorable John F. Curran Senate Republican Leader

The Honorable Tony M. McCombie

House Republican Leader

Mr. Tim Anderson Secretary of the Senate

Mr. John Hollman Clerk of the House

From:

David Hafri

Director ?

Date:

May 4, 2023

RE:

State Services Assurance Act

The State Services Assurance Act, Public Act 95-707, passed in November 2008, requires each state agency to report to the General Assembly annually their staffing level of bilingual employees.

Please find enclosed the report of bilingual employees currently employed at the Illinois Department of Revenue. Establishing positions with multilingual options and incorporating multilingual skills into existing positions allow our agency to provide better services more efficiently to the public.

Should you have any questions or need any additional information, please contact Phyllis Tate, Illinois Department of Revenue, EEO/AA Officer at 217/524-7003.

Employees at the Illinois Department of Revenue Receiving Bilingual Pay 5/3/2023

Full Name	Position Title	Language	Position No Full
CATALANO, ANTONINO	REVENUE TAX SPECIALIST 3	Italian	38573-25-01-110-11-03
CRUZ, EDGAR	REV TAX SPEC TRAINEE	Spanish Speaking	38575-25-82-110-51-02
GARCIA, HOLLY	REVENUE TAX SPECIALIST 1	Spanish Speaking	38571-25-41-240-51-02
LEYVA, EDUARDO A	REVENUE TAX SPECIALIST 2	Spanish Speaking	38572-25-33-100-99-02
LOPEZ, ARACELI	REVENUE TAX SPECIALIST 2	Spanish Speaking	38572-25-82-110-31-02
MENDIOLA, JULIO C	REV AUDITOR 3	Spanish Speaking	38373-25-41-130-99-02
PASILLAS, KARINA	REVENUE TAX SPECIALIST I	Spanish Speaking	38571-25-82-110-51-02
PEREZ, III, LUIS F	REVENUE TAX SPECIALIST 2	Spanish Speaking	38572-25-48-100-99-02
PORTILLO, CINDY L	REVENUE TAX SPECIALIST 1	Spanish Speaking	38571-25-48-570-01-02
RODRIGUEZ, CINDY	REV COLLECTION OFR 3	Spanish Speaking	38403-25-48-510-10-02
RODRIGUEZ, ELIZABETH	REVENUE TAX SPECIALIST 2	Spanish Speaking	38572-25-31-170-99-02
RODRIGUEZ, LUIS	REVENUE TAX SPECIALIST 3	Spanish Speaking	38573-25-82-110-51-02
SILVA, CESAR J	REVENUE TAX SPECIALIST 1	Spanish Speaking	38571-25-48-100-99-02
VALDIVIA, MAGDA	REVENUE TAX SPECIALIST 3	Spanish Speaking	38573-25-01-110-11-02
YEE, LILY T	REVENUE TAX SPECIALIST 3	Chinese	38573-25-01-120-11-02
ZAMBRANO, RICARDO	REV COLLECTION OFR 3	Spanish Speaking	38403-25-48-530-10-02



Illinois Department of CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITE	E T	WORKING TITLE (IF ANY) Billingual	Position Tille	2. POSITION NUMBER
Existing Position	· · · · · · · · · · · · · · · · · · ·	DEC 1 4 2012	Option Code	
				38573-25-01-100-99-03
New/Revised Position		A & R SHARED		
Revenue Tax	Specialist III	SERVICES CENTER15	<u> </u>	38573-25-01-110-11-03
3. AGENCY Existing Position		4. BUREAU/ DIVISION		6. WORK 7. AI 8. AUDIT 9. OFFICE USE
Existing Fosition				
New/Revised Position	 			
Revenue		Board of Appeals		0 016 Y R
10. SECTION		11. UNIT		12. TRANSACTION CODE 13. EFFECTIVE DATE
Existing Position	8			11/01/12
New/Revised Position				
BOA Support				El marco Fortishini
14, WORK LOCA	TION	15. BARGAINING/TERM CODE		☐ MA021 ESTABLISH ☐ MC022 EXEMPT CODE CHANGE
T.			Rulan Exempt	☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY
Existing Position				MC027 ADDITIONAL IDENTICAL CHANGE
				☐ MC028 WORK COUNTY CHANGE ☐ MD021 ABOLISH
New/Revised Position				MC149 DOWNWARD REALLOCATION
Cook		RC062	N	☐ MC150 LATERAL REALLOCATION ☐ MC158 UPWARD REALLOCATION
% OF TIME	16, COMPLETE, CURRENT	AND ACCURATE STATEMENT OF P		SENTIAL FUNCTIONS
		erves as an advanced specialist in re histered by the Department of Revent		
25%	and priority in-state and or PC systems; determines the coordinates the actions of their representatives provium and recommends various special project assignment monthly and special report representatives and others. 1. Receives, reviews and out-of-state accounts Department of Reven financial information; debts referred from or monitors status; analy 25 pounds; performs accesses the case in processing document transfers the case as	at-of-state tax accounts referred to the total account balance and computation from the total account balance and computation of level Revenue Tax Specialists ding information in technical or lay tecourses of action; provides technical ts; participates in agency training protes. Speaks and writes Italian fluently is during their dealing with the Board of analyzes problematic, complex, technical to the Board of Appeals invue to determine the most appropriate analyzes, determines and documents her state agencies to resolve and/or times. Board of Appeal petitions; carried an in-depth analysis of accounts being GenTax and documents all pertinents, when appropriate and directs the linecessary.	e Board of Apes interest or (RTS) and Comes depending assistance to grams; compounder to coof Appeals are hinical, sensitivelying the varient amend currest tubs containg reviewed formation; ability to the	piles and prepares a variety of weekly, onfer/correspond with taxpayers, their and other areas of the Chicago Office. Itive and/or high priority in-state and arious taxes administered by the mmendations; verifies taxpayer is required for all major tax systems and antidebt reflected; initiates liens and ining tax documentation weighing up to for specific Board recommendations; prepares and prints remittance proper account period; reschedules or
15%	activities such as, filir Board ordered pay pl case, etc. If adjustme accurately, monitoring	ng of liens, monitoring of Temporary f ans, conditional TRO's offsets, monit nts are necessary to an account, ens	Restrating Or oring the var sures adjustra ction notifyin	ious actions necessary to resolve a nents are completed timely and g the taxpayer and representative of
	•			
DIRECTOR OF CM	S SIGNATURE IMM	EDIATE SUPERVISOR SIGNATURE	AGENCY HEAD	SIGNATURE DATE
Maka	21 21	PERSONNEL	Brian	Vanne 11/20/19
CMS-104 (Rev. 10/94)/1	14010794 Rolling	1134 2 5 2012	100000	and I see the land to the se
* YJU	ymerunca	- A40 4 W (4 \$78\$	PAR	s Windler Make
	12-10-12	Tech Services		

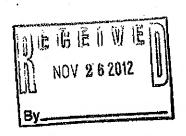
16. (CONTINUI	ED)		
% OF TIME			
15%	the Board Chairman of confer/correspond with	ation or additional information neede n the status of a specific Board petiti	ith taxpayers, their representatives and/or others to ed to make a fair and equitable recommendation to ion. Speaks and writes Italian fluently in order to d others that are unable to speak or write English of the Chicago Office.
10%	taxpayers or business information, previous of analyzes the on-line in correspondence, reservements. Where necessarding a taxpayer of any variable information GenTax, analyzes the	ne the nature of the delinquencies are such as status, location and owners collection documentation, or any transformation in order to recommend action; record essary, obtains and documents final case; generates correspondence by some needed to construct the document he case as documented above; determined above; determined above; determined actions and documented above; determined actions are status as a documented above; determined actions are status as a documented above; determined actions are status as a documented action and owners are actions are actions as a documented action action; and action action are action action; and action action action; and action action action; and action action action; and action action action action action; and action act	nt taxpayer cases; reviews and analyzes on-line and/or assessments, information regarding the ship, any documented financial, asset or secondary sactions that have changed the status of the case; tion that needs to be taken, such as phone contact, its any action taken using action codes and/or notal, asset, secondary or other information selecting the assessment and delinquency detail and it. On taxpayer initiated contacts, accesses the case rmines where the case is residing and understands commends the appropriate Board action.
17. POSITION T performance	ITLE AND NUMBER OF IMMEDI. evaluations; effectively recomme	ATE SUPERVISOR (Responsible for assigned and imposing disciplinary action and	ning and reviewing work, preparing, conducting and signing adjusting grievances for the incumbent of this position.)
			WORKING TITLE (IF ANY)
Public Service	Administrator 37015-25	-01-110-00-01	
18. CHECK THE	APPROPRIATE BOX IF THIS PO	OSITION IS A:	
☐ SUPERV	ISOR OR LEAD WORK	KER .	
NOTE: Sup	ervisory or lead worker resnon	sibilities must be described in a detailed	d duty statement(s) with a time percentage(s) allotted.
it a box was	cnecked above, list position title,	position number, and number of subordina	te incumbents or authorized funded headcount:
	Position Title	Position Number	
		Position Number	No. of Incumbent or Funded Vacancies
•			
- 			
	·		
CERTIFICATION	IDENTIFIED ON STANDARDS, 1	THE PHRASE "SAME AS SPECIFICATION	NECESSARY FOR THE SUCCESSFUL PERFORMANCE is OF SKILLS AND ABILITIES AND LICENSURE OR N" CAN NO LONGER BE USED. De, including completion of the Revenue Tax
experience, increquires extens requires extens requires thorough knowledge of cand automated knowledge of mathe review and in compiling an public, other stand regulations supporting documents.	ileding completion of the Review knowledge of current Illingh knowledge of current Illingh knowledge of forms and dedge of files, procedural madocuments; requires extension office equipment; requires enethods, procedures and tecanalysis of tax returns and sid recording statistical informate and federal agencies, and requires ability to detect commentation. Requires ability	as a Revenue Tax Specialist II or revenue Tax Specialist Trainee prograncis and federal tax laws, rules and documents utilized in the processing nuals and other related materials utilized knowledge of tax accounting the to the processing of various tax infected in the processing of various tax infected in the processing of public relation in the processing and in the processing and its proporting documents; requires extend the processing and its proporting documents; requires ability to gain and made of the processing and its processing and it	equires fifteen years of supportive tax related m and three years as a Revenue Tax Specialist II; regulations and out-of-state tax filing requirements; a of tax returns and supporting documents; requires dized in their research and analysis of tax returns early, principles and practices; requires extensive formation; requires extensive knowledge of manual ans principles and practices; requires extensive explementing training programs for technical staff in ansive knowledge of methods and procedures used aintain satisfactory working relationships with the conduction of the process of analyzing tax returns and ated corrective action within broad guidelines in billity to converse and communicate in a clear and

- <u>- · ,</u>		
16. (CONTINL	JED)	Revenue Tax Specialist III 38573-25-01-110-11-03
% OF TIME		
10%	5.	Provides technical assistance to other Revenue Tax Specialists and Revenue Tax Specialist Trainees; provides on-the-job technical training to new staff in applicable work methods and procedures; makes recommendations to revise operating procedures, when applicable and participates in the development and testing of new procedures, changes in operating systems, correspondence, etc.
10%	6.	Participates in staff meetings; assists supervisor in developing new and/or revised operating policies and procedures, staffing requirements, work schedules, etc., recommending changes in procedures to expedite work flow, etc., and upon approval by management, ensures the implementation thereof. Participates in special project assignments. Compiles and prepares a variety of weekly, monthly and special management productions statistical and informational reports.
05%	7.	Recommends various courses of action, including jeopardy and penalty assessments, including responsibility for issuing penalties transferring corporate debt to responsible officers, determining extension of time for tax payments, and closing of cases determined to be uncollectable; recommends disposition of cases supported by documented information and evidence.
05%	8.	Coordinates the maintenance and operation of the Board of Appeal program and the specific software that controls its operation; trains users on technical system features; monitors and evaluates the performance of the system.
05%	9.	Performs other duties as required or assigned, which are reasonably within the scope of duties enumerated above.
	l	

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DEC 1 4 2012

A & R SHARED SERVICES CENTER



1. POSITIO		WORKING TITLE (IF ANY)	BILING			ON CODE	2. PO	SITION	NUMBER
NEW/REVISE	D DOCITION								٠
	Tax Specialist		29			SS	385	7 5- 25-8	82-110-51-02
3. AGENCY		4. BUREAU/DIVISION		5. EX	MT DE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING POSITION					DE				and the second s
NEW/REVISE	D POSITION						<u> </u>		
Revenue		Taxpayer Services/Cus Service/Taxpayer Assis			0	016	2	R	
10. SECTIO		11. UNIT				12. TRANS CODE	ACTION	THE PERSON NAMED IN THE PE	13. EFFECTIVE DATE
EXISTING PO	SITION					☐ MA021		ISH	02/16/2023
NEW/REVISE	D POSITION	*			MA022 EXEMPT CODE CHANGE				
Chicago F	ield Services					☐ MC024 POSITION NUMBER CHANGE MC026 CLARIFY			
14. WORK	LOCATION	15. BARGAINING/TERM CODE		RUTAN		☐ MC027 ADDITIONAL IDENTICAL CHAN			
EXISTING PO	SITION		1	☐ MC028 WORK COUNTY ☐ MD021 ABOLISH					
NEW/REVISEI		RC062		N	□ MC149 DOWNWARD REALLOCATION □ MC150 LATERAL REALLOCATION □ MC158 UPWARD REALLOCATION			OCATION	
% OF TIME	16, COMPLETE	CURRENT AND ACCURATE S	STATEN	IENT OF					
30%	orassroom programs a ln a revision school school service servi	and on-the-job training involved and on-the-job training involved and operations relative to the accontrolled environment, receive, examination, completion edules, correspondence, bus dicable rules, regulations and uirements, filing history and representatives activities and exives training on use of multiple adjustment processes, as we see the country of the coun	ving va e proces eives of and p siness d policion multiple difficulty operatiple co vell as l	rious fa ssing of classroo rocessii registra es, high e comple at a prations mputer basic lei	m a ang contion to the system	s of the Cu types of ta and on-the of original application echnical ta ax segme ssional leve etem application writing, te	ustome axes: and and ons, pro ax syste nt payr rel rela cations lephon	nining in mended ocedura ems to conent ap tive to Cou , accou e and in	volving the tax returns, all aspects of determine filing eplications and Customer ent resolution enterpersonal er their

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

25%	 Receives and completes assignments of a routine and progressively more involved nature in specific phases of the tax examining process in accordance with established laws, rules, policies, and procedures, including but not limited to the review and examination of all types of taxes to verify that all necessary data has been entered on returns and the validity of deductions taken: Reviews payments and/or attached remittances to ensure they cover the tentative amount of tax owed Reviews and examines original and amended returns, business registration applications, schedules, correspondence, and other documents for correctness and accuracy Verifies computations are accurate and compares computer printouts with returns/applications Initiates and completes adjustment action
	Computes tax, penalty and interest at the applicable statutory rates
	Verifies mathematical accuracy of returns and allied documents Adoletions and/or additions
	 Operates a personal computer to input changes, corrections, deletions and/or additions to online or manual systems
	Inputs necessary information to initiate taxpayer correspondence
	 Walks, stands, bends, reaches above shoulder level and lifts and carries tax documents
	weighing up to 25 pounds in performance of duties.
20%	3. Confers with taxpayers in English and Spanish through written and verbal communications:
	 Initiates correspondence to taxpayers requesting clarification of tax reporting information Provides information and assistance to Illinois and out-of-state English and Spanish speaking taxpayers, their representatives and other Illinois Department of Revenue (IDOR) personnel by telephone, personal contact and correspondence on matters relating to the tax processes and business registration applications.
10%	4. Receives a combination of classroom and on-the-job training of the laws administered by IDOR, rules and regulations, tax forms, research methods and procedures, communication skills and computer usage/concepts:
	 Receives classroom and on-the-job instructions and training relative to tax laws, rules, regulations, policies and procedures governing work assignments Receives classroom and extensive on-the-job training regarding telephone usage, skills and etiquette to promote effective and efficient communication with taxpayers and/or their representatives Receives on-the-job training on computer usage and system applications Inputs corrective adjustment commands into taxpayer accounts Performs various research functions in order to resolve taxpayer accounts and/or to answer taxpayer inquiries.
10%	Receives basic technical training in specialized operations to enable the trainee to assist in priority situations:
State of the state	Participates in project assignments
	- ratticipates in project assignments

	 Assists supervisor in more difficult work projects as part of the learning process Travels in the performance of job duties. 						
05%	enumerated above	e .	e reasonably within the scope of duties				
preparing, c	ON TITLE AND NUMBER onducting and signing per evances for the incumben	IMMEDIATE SUPERVISOR (Responsible formance evaluations; effectively recomment of this position.)	for assigning and reviewing work, ending and imposing disciplinary action and				
			WORKING TITLE (IF ANY)				
Public Serv	vice Administrator	37015-25-82-110-50-01	Chicago Field Services Manager				
18. CHECK	THE APPROPRIATE BOX	(IF THIS POSITION IS A:					
☐ Supervis							
subordinate	es) allotted. If a box was incumbents or authorize	s checked above, list position title, posi-	a detailed duty statement(s) with a time ition number, and number of				
P	osition Title	Position Number	No. of Incumbents or Funded Vacancies				
OPTIONS O PHRASE "S	UL PERFORMANCE OF T F SKILLS AND ABILITIES AME AS SPECIFICATION	KILLS, ABILITIES, LICENSURE OR CERTHE WORK OF THIS POSITION. NOTE: SAND LICENSURE OR CERTIFICATION IT CAN NO LONGER BE USED.	SINCE THERE ARE NOW SEVERAL				
1. Re -Oi 2. Re cor	quires the ability to spean injunction with non-English difying state employees	of work experience with the Departme ak and write Spanish at a colloquial sk sh speaking individuals. In the employee Upward Mobility Proc	ill level in carrying out position duties in				
requ	uirements for this class.	d training programs leading to a certifi	cate of proficiency in lieu of the stated				
Preferred Q	<u>Qualifications (In Order o</u>	f Significance)					
20. CONDIT	IONS OF EMPLOYMENT						
cn	eck.	cessfully complete a tax compliance a	nd fingerprint-based background				
3. Re we	eighing up to 25 pounds.	k, stand, bend, reach above shoulder i	evel, and lift and carry tax documents				
4. Re	equires the ability to use	and secure a state issued mobile dev	ice, e.g., cellular phone, laptop				

computer, tablet, etc.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be allencompassing or to address all responsibilities of the position.

The benefits of working at Department of Revenue include a 37 ½ hour work week, a generous salary and benefits package (paid time off for vacation, sick, or personal leave, thirteen holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Revenue (IDOR) administers Illinois tax laws and collects taxes in a fair, consistent, and efficient manner to provide accurate, timely, and reliable funding and information to state and local constituents. By using best practices, IDOR strives to continuously innovate and increase accuracy, efficiency, and productivity in all areas of operations and tax administration, thereby earning respect, delivering value, and being a trusted source of information.

IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Rawan DeVaughn by Swithau Wo. Gebrain 3/1/2023		HORO MAN SERVICE	02/21/2023



1. POSITION TITLE EXISTING POSITION		WORKING TITLE (IF ANY)	BILINGUAL CODE		TION TITLE ON CODE	2. PO	SITION	NUMBER
EXISTING F	Carron				•			
	ED POSITION Tax Specialist I	·	29		SS	38571-25-41-240-51-		41-240-51-02
3. AGENC	Y	4. BUREAU/DIVISION		5. EXMT	6, WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING PO	OSITION			CODE				
NEW/REVISE	ED POSITION	Audit/Audit Discovery &			004			
10. SECTI	ON	11. UNIT		0	084 12. TRANS	2 ACTION	R 1:	3. EFFECTIVE
EXISTING PO		11. UNIT			CODE		D	ATE
				-	☐ MA021 E		E	03/16/2023
NEW/REVISE	ED POSITION				☐ MA022 E			
Lifestyle/N	Nexus/Discovery				☐ MC024 F	POSITIO	N NUME	BER CHANGE
(LND)		Federal/State Exchang	Federal/State Exchange					
14. WORK	LOCATION	15. BARGAINING/TERM CODE	RUT EXE	AN MPT	CHANGE			
EXISTING PO	DSITION				☐ MC028 WORK COUNTY CHANGE		CHANGE	
					☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			EALLOCATION
NEW/REVISE	ED POSITION		RC062 N		☐ MC150 LATERAL REALLOCATION			
Sangamo	n County	RC062				MC158 UPWARD REALLOCATION		
% OF TIME	16. COMPLETE	CURRENT AND ACCURATE S	TATEMENT	r of Po				
20%	accounts, a regulations interest corcompliance • Det	eral supervision, at a develop partment of Revenue (IDOR) assessments, statutes of limits, letter rulings, legal opinions imputations, penalties, etc., in exprojects, hearing cases, etc. ermines nature of inquiries searches IDOR records or appoid general information con-	employees tation, stati s, policies a resolving s.:	regard utory no and proc audits, l	ing status otices, app cedures, cl limited sco	of case lication faims, r ope ass	es and of law refund is ignme	other /s, rules, inquiries, nts,
20%	2. Speaks to	English and Spanish speakin	g taxpayeı	groups	regarding	tax la	ws:	
* - 17-	requestion - Ass	vides information, assistance uirements, IDOR policies and ists taxpayers in preparing to inpiles information and comp vides tax forms, brochures, p	d procedure ax returns i letes claim	es including s for pro	g all attach	nments relief		-

OF IME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	Explains filing and payment procedures.
15%	Examines and analyzes IRS and other state audit reports to determine effects on Illinois returns:
	Compares federal and state income records of taxpayers
	 Researches IDOR records, taxpayer records, return copies, etc.
	 Determines if adjustments are properly reported, and if not determines tax liability and other documents using Personal Computer and manual applications
	 Reviews content, accuracy and proper application of regulations, laws, and procedures
	 Analyzes and processes responses and documents from taxpayers to notices for accuracy, validity and appropriateness
	 Prepares original or amended returns calculating penalty and interest, processes remittance, etc.
15%	4. Provides advice and assistance to taxpayers and IDOR personnel on technical and/or procedural problems in reviewing Revenue Agent Report, Federal/State Exchange accounts, audit files, Board of Appeals petitions, claims for credit, various tax returns etc.:
	 Answers taxpayer inquiries while adhering to the strict security and confidentiality of all state and federal tax information with full understanding of disclosure law.
10%	5. Reviews completed accounts and conducts in-depth analysis of cases identifying methods use and any special or unique issues in review:
	Researches IDOR records verifying account was completed properly and accurately
	 Analyzes work papers and verifies conclusions are substantiated and properly reflected Confirms legality by ensuring documents are properly signed, completed and amount of
	taxes, penalties and interest agree and are within statutory periods
	 Detects additional monies due or owed, legal, procedural and/or mathematical errors Maintains and prepares statistics, records, inventories, reports, manuals and files as
	 directed by management Lifts and carries tubs of work weighing up to 25 pounds.
05%	Determines proper method to implement audit results, legal settlements, hearing decisions, etc., into the computer system:
	Prepares line instructions on changes made in the account
	 Computes penalty and interest amounts, and forwards for processing Determines penalty and interest dates
	 Refers to tax act, regulations, package X, etc.
	 Prepares adjustment forms to post checks timely and routes completed forms with remittance, prepares forms to release funds, etc.
05%	7. Participates in special assignments of a technical or specialized tax nature:

% OF TIME	16. COMPLETE CU	RRENT AND ACCURATE STATEMENT	OF POSITION ESSENTIAL FUNCTIONS						
	Assist partici	s as a member of a test team s in developing new and revised proce pates in selected aspects of training c velopmental learning process.	edures relating to specific programs and lasses and informational seminars as part of						
05%	 8. Assists in training other employees in processing procedures, research methods and techniques, operation and use of personal computer hardware and software applications relevant to various tax programs: Assists others in resolving technical, mathematical and procedural problems Assists in the review of completed work of others engaged in performing similar work. 								
05%	Performs other enumerated a	er duties as required or assigned, whice above.	ch are reasonably within the scope of duties						
preparing, i	ION TITLE AND NUME conducting and signing rievances for the incur	BER IMMEDIATE SUPERVISOR (Respon performance evaluations; effectively reconbent of this position.)	ommending and imposing disciplinary action and						
Public Ser	rvice Administrator	37015-25-41-240-50-	WORKING TITLE (IF ANY)						
	rvice Administrator	37015-25-41-240-50- 37015-25-41-240-50-							
		BOX IF THIS POSITION IS A:							
☐ Supervi	sor Lead Worke	Г							
percentag	e(s) allotted. If a box	rker responsibilities must be described was checked above, list position title, horized funded headcount.	d in a detailed duty statement(s) with a time position number, and number of						
	Position Title	Position Number	No. of Incumbents or Funded Vacancies						

20. CONDITIONS OF EMPLOYMENT

- 1. Requires the ability to successfully complete a tax compliance and fingerprint-based background check.
- 2. Requires the ability to lift and carry tubs of work weighing up to 25 pounds.
- 3. Requires the ability to use and secure a state issued mobile device, e.g., cellular phone, laptop computer, tablet, etc.
- 21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

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IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaughn by Lindsay	Vogel	Home Key	03/15/2023

		CODE					NUMBER	
	Marine Control of the		011	ION CODE			<u> </u>	
on cialist II		29		SS ·	385	572-25-3	33-100-99- 0 2	
	4. BUREAU/DIVISION		5. EXMT	FXMT 6. WORK		8.	9. OFFICE US	
			CODE	COUNTY	AUIH	AUDIT		
N	Account Processing/Ce	ntral		084	2	R		
	11. UNIT			12. TRANS	1	13	. EFFECTIVE	
				The second second second second		The same of the latest	TE	
						L.	12/16/2022	
N								
					☐ MC024 POSITION NUMBER CHANGE			
N	15. BARGAINING/TERM CODE				☐ MC027 ADDITIONAL IDENTICAL CHANGE			
				☐ MC028 WORK COUNTY CHANGE				
N				☐ MC149 DOWNWARD REALLOCATION				
	RC062 N		N					
		TATEMEN						
or credit, pplication dminister Utilett recent rec	requests for "reasonable cause, license/certificate renewared by the Central Processing lizes all research resources ters, on-line inquiry data, stateords, digital records, etc.), to views and works taxpayer not, e-mail, etc.), manual and completed transactions, priority are increasingly complex documpleted work or account adjuil as mathematical, technical	d returns, ase" accordis, and of g Bureau that are a tutes, rego determinations, incomputer sy account uments oustments, and programments, and programments.	audit retonmodationer tax-re(CPB): vailable vailations, see the apportuning coming comply valued and comple and comply valued and comple	urns, sche on, reques elated tran policy dire propriate c cresponde ccount rec ative refermanic transac with tax lav	dules, intra et, intra ectives, correcti ence (i. eords, fl als, disp tions to	refund of protest", as for all anet, leg paper of the protest agged aputed by ensures, and r	claims, claims registration I tax types gal ruling document on to be take chone, mail, and illings, and e the regulations as	
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	Makes factual and technical determinations, initiates manual or computer system
	corrective, adjustment, or billing/refund actions, to resolve discrepancies, deficiencies or processing errors and ensures the processing system has accepted the transactions Meets the established performance measure standards within the work area assigned
	Lifts and carries tax documents weighing up to 25 pounds
	 Assigned throughout CPB, as needed, to processing duties associated with the numerous taxes administered by the bureau.
10%	2. Computes tax, penalty, and interest due or payable:
	 Explains these computations to Spanish- and English-speaking taxpayers, or their representatives, when working a specific taxpayer's account, or explains the method for computing these amounts in response to general inquiries
	 Utilizes supporting documentation, such as federal and out-of-state documents, to aid in computations
	 Performs routine and complex mathematical calculations
	 Disallows return discounts, deductions, or modifications, when appropriate Adjusts tax accounts to reflect Board of Appeals or Administrative Hearings case dispositions
••	 Cancels all or portions of assessments, bills, claims, refunds, etc. Calculates the proper allocation of revenues to local municipalities in accordance with statutes.
10%	3. Approves or denies reasonable cause requests based on procedural and statutory guidelines:
	 Follows established guidelines and procedures to approve or deny abatement of penalties and/or interest
	 Requests additional information from taxpayers, or their representatives, in order to have sufficient information to approve or deny reasonable cause
	 Informs taxpayers, or their representatives, of the decision.
10%	 Independently utilizes all resources available to determine the appropriate corrective actions necessary to adjust taxpayers accounts:
	Reconstructs taxpayer history
	Determines validity and accuracy of returns and claims through research (e.g.,
	reviewing statutes, rules, etc.)
	 Updates numerous office-support or tax-support database files, as assigned.
10%	 Corresponds with both Spanish- and English-speaking taxpayers, or their representatives, via written and oral communication regarding Illinois and out-of-state individual, corporate,
	fiduciary, excise, and sales tax, in order to facilitate account processing:
	 Seeks additional documentation, or forms needed, to resolve discrepancies or disputed account balances
	 Assists taxpayers, their representatives, and others regarding laws administered by Illinois Department of Revenue (IDOR)
	Gives advice regarding appropriate action necessary for compliance

	 Provides assistance and guidance to taxpaye amended returns, including all supporting doc discrepancies, deficiencies, or other errors. 	rs in the completion of all types of umentation necessary, to resolve						
10%	 Serves as a member on special projects or test team during the design, development, testing and impleme systems: 	s assigned to perform specific tasks ntation of new processes or automated						
	 Assists in the identification and resolution of problems associated with designing, implementing and integrating electronic registration, electronic filing and electronic payment programs 							
	Responds to technical inquiries from electroni	 Responds to technical inquiries from electronic commerce program participants and vendors Provides input during the design of new or revised tax forms and supporting documents 						
	1.11=							
	Writes and updates processing procedures.	ised tax forms and supporting documents						
10%	7. Provides on-the-job training to other staff relating to p technical amended tax returns, schedules, supporting computer-generated notices, correspondence, and m	documentation, claims for refund						
05%	8. Quality reviews the completed work of staff within an	assigned work area:						
	Serves as a member of quality review teams in effective ways to accomplish the work	n searching for and identifying more						
-	 Recommends improved methods of operation 	to supervisors.						
05%	Recommends improved methods of operation Maintains a variety of production statistics, inventory regular basis and upon request from Management.							
05%	Recommends improved methods of operation Maintains a variety of production statistics, inventory relationships.	ecords, and various reports both on a						
05%	 Recommends improved methods of operation 9. Maintains a variety of production statistics, inventory regular basis and upon request from Management. 10. Performs other duties as required or assigned, which duties enumerated above. 	ecords, and various reports both on a are reasonably within the scope of the						
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7. POSITION PROPERTY OF SERVICE SERVIC	Recommends improved methods of operation 9. Maintains a variety of production statistics, inventory regular basis and upon request from Management. 10. Performs other duties as required or assigned, which duties enumerated above. ION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsib conducting and signing performance evaluations; effectively recommendations and signing performance evaluations; effectively recommendation and signing performance and an accordance of the incumbent of this position.) Iblic Service Administrator 40070-25-33-120-00-01 arvice Administrator 37015-25-33-120-20-01 arvice Administrator 37015-25-33-120-40-01 arvice Administrator 37015-25-33-120-50-01 arvice Administrator 37015-25-33-130-10-01 arvice Administrator 37015-25-33-130-20-01 arvice Administrator 37015-25-33-130-20-01 arvice Administrator 37015-25-33-130-20-01	ecords, and various reports both on a are reasonably within the scope of the e for assigning and reviewing work, nending and imposing disciplinary action and WORKING TITLE (IF ANY)						
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05% 17. POSITI preparing, of the control of the co	Recommends improved methods of operation 9. Maintains a variety of production statistics, inventory regular basis and upon request from Management. 10. Performs other duties as required or assigned, which duties enumerated above. ION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsib conducting and signing performance evaluations; effectively recommendations and signing performance evaluations; effectively recommendation and signing performance and an accordance of the incumbent of this position.) Iblic Service Administrator 40070-25-33-120-00-01 arvice Administrator 37015-25-33-120-20-01 arvice Administrator 37015-25-33-120-40-01 arvice Administrator 37015-25-33-120-50-01 arvice Administrator 37015-25-33-130-10-01 arvice Administrator 37015-25-33-130-20-01 arvice Administrator 37015-25-33-130-20-01 arvice Administrator 37015-25-33-130-20-01	ecords, and various reports both on a are reasonably within the scope of the e for assigning and reviewing work, nending and imposing disciplinary action and WORKING TITLE (IF ANY)						

Public Service Administrator	37015-25-33-140-20-01	
Public Service Administrator	37015-25-33-140-30-01	MB ANDROIS
Public Service Administrator	37015-25-33-160-10-01	no constant de la con
Public Service Administrator	37015-25-33-160-30-01	V
Public Service Administrator	37015-25-33-160-40-01	
Public Service Administrator	37015-25-33-160-50-01	
18. CHECK THE APPROPRIATE BOX I	F THIS POSITION IS A:	
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worker repercentage(s) allotted. If a box was a subordinate incumbents or authorize	checked above, list position title, p	n a detailed duty statement(s) with a time osition number, and number of
Position Title	Position Number	No. of Incumbents or Funded Vacancies
19. SPECIALIZED KNOWLEDGES, SKI SUCCESSFUL PERFORMANCE OF TH OPTIONS OF SKILLS AND ABILITIES A	IE WORK OF THIS POSITION. NOT	E: SINCE THERE ARE NOW SEVERAL

completion of the Revenue Tax Specialist Trainee Program, and three years as a Revenue Tax Specialist I -OR-

1. Requires a bachelor's degree AND requires four years' supportive tax related experience, including

2. Requires twelve years' supportive tax related experience, including completion of the Revenue Tax Specialist Trainee Program, and three years as a Revenue Tax Specialist I.

Preferred Qualifications (In Order of Significance)

20. CONDITIONS OF EMPLOYMENT

Minimum Qualifications

- 1. Requires the ability to successfully complete a tax compliance and fingerprint-based background check.
- 2. Requires ability to lift and carry materials weighing up to 25 lbs.
- 21, POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

The benefits of working at Department of Revenue include a 37 ½ hour work week, a generous salary and benefits package (paid time off for vacation, sick, or personal leave, twelve holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Revenue (IDOR) administers Illinois tax laws and collects taxes in a fair, consistent, and efficient manner to provide accurate, timely, and reliable funding and information to state and local constituents. By using best practices, IDOR strives to continuously innovate and increase accuracy, efficiency, and productivity in all areas of operations and tax administration, thereby earning respect, delivering value, and being a trusted source of information.

IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
arthury Presente 1/13/23		Water Kill	12/21/2022

1. POSITION TITLE	WORKING TITLE (IF ANY)	VORKING TITLE (IF ANY) BILINGUAL CODE		TION TITLE ON CODE	2. POSITION NUMBER			
EXISTING POSITION						AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA		
NEW/REVISED POSITION Revenue Tax Specialist II		29		SS	385	5 72-2 5	82-110-31-02	
3. AGENCY	4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION			-					
NEW/REVISED POSITION .	Taxpayer Services/Cu Service	Taxpayer Services/Customer Service		016	2	R	-	
10. SECTION	11. UNIT			12. TRANSACTION 13. EFFECTIV DATE			13. EFFECTIVE DATE	
EXISTING POSITION		amanania anamanania di dia casaya kilomine (co effici dipi ci (mente	acto, Addresses de Calematica (Anthropología (Anthr				08/01/2021 CHANGE	
NEW/REVISED POSITION Taxpayer Assistance	Northern Field Service	es/Des Plai	nes	☐ MC024 POSITION NUMBER CHANGE ☐ MC026 CLARIFY				
14. WORK LOCATION	15. BARGAINING/TERM CODE		JTAN EMPT	☐ MC027 ADDITIONAL IDENTICAL (☐ MC028 WORK COUNTY CHANGE				
EXISTING POSITION	,			☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION			EALLOCATION	
NEW/REVISED POSITION	D0000		A.I	☐ MC150 LATERAL REALLOCATION				
Cook County	RC062		N.	☐ MC158 UPWARD REALLOCATION				

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
30%	 Under general direction, at a journeyman level, analyzes and adjusts non-routine and highly technical original and amended tax returns, schedules, and/or supporting documentation: Analyzes and adjusts non-routine and highly technical original and amended tax returns, schedules, and supporting documentation, computer generated notices, correspondence, manual and automated account records, priority accounts, legislative referrals, disputed billings, reasonable cause requests, and other documents of increasing difficulty for compliance with tax laws, rules and regulations, mathematical, technical and procedural accuracy Makes factual and technical determinations and initiates manual or automated corrective, adjustments, edit and billing action to resolve discrepancies and deficiencies to allow the processing system to accept the return Executes priority adjustments and/or responds to priority referrals if adjustments cannot be completed based on statutes, rules, etc. Verifies account status and receipted payments to requesting parties Collects payments via credit card or checks from Taxpayers, enters payment into cashiering system and deposits through current vendor Researches computer records, files and other resource material to determine nature of inquiry, e.g., filing requirements, account status information, billing problems, accounts receivable, interpretation of laws or rules, etc. These functions include walking standing, bending, reaching above shoulder level and lifting and carrying tax documents weighing up to 25 pounds.
20%	 2. Reviews and researches various source documents in providing information, technical guidance and assistance to Illinois and out-of-state taxpayers and/or their representatives, in writing and orally of a routine and priority nature, relating to the various taxes administered by the Illinois Department of Revenue (IDOR) in addition to interpretation of the Illinois Business Registration, and Electronic Filing Application rules and regulations: Provides technical assistance and guidance in English and Spanish on laws, rules and regulations, and IDOR policies and procedures as relates to all tax acts or IDOR programs to individual taxpayers and/or their representatives, both orally and in writing, by analyzing, evaluating and determining the resolution of difficult and complex cases concerning various taxes and tax accounts Receives calls referred by staff and diffuses antagonistic or hostile situations Confers in English and Spanish, via toll-free telephone lines, in person or by correspondence with taxpayers and/or their representatives, answering technical inquiries Confers with other areas of the IDOR to resolve problem accounts, e.g., Information Processing, etc., to resolve problems and/or to obtain solutions/answers Assists taxpayers and/or their representatives in preparing business registration forms, general, amended, supplemental and delinquent tax returns, including documents for individuals, partnerships, corporations, partnerships, estates, trusts and fiduciaries regarding account status, laws administered by IDOR, additional documentation or forms needed to resolve discrepancies answering technical inquiries and balances owed, etc.

OF . NE	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
10%	3. Independently performs research necessary to resolve discrepancies or deficiencies:
	 Determines research methods necessary for resolution of discrepancies or deficiencies in order to adjust taxpayer accounts
	 Researches all resources available to determine corrective action to be taken Reconstructs taxpayer history
	Researches historical documents, statutes and rules to determine validity and accuracy or returns and assessments
	Computes tax penalty and interest due or payable
	 Performs and perfects mathematical calculations and procedures in computing tax liability modifications, canceling all or portions and applicable penalty and interest, disallowed discounts, or of assessments and/or bills and allocation of revenues in accordance with statutes outlining these procedures
	 These functions include walking, standing, bending, reaching above shoulder level and lifting and carrying tax documents weighing up to 25 pounds.
10%	 4. Approves or denies reasonable cause requests; confers in English and Spanish with taxpaye and/or their representatives to determine the nature of inquiries, problems or complaints and initiates correspondence in English and Spanish to assist taxpayers and their representatives Approves or denies reasonable cause requests or denies abatement of penalties and interest requests based on procedural and statutory guidelines Requests in English and Spanish additional information from taxpayers and/or their representatives in order to approve or deny reasonable cause Informs taxpayers and their representatives in English and Spanish of the decision rendered
	 Initiates both written and/or communication in English and Spanish to assist taxpayer and their representatives regarding account status, laws administered by the IDOR, additional documentation or forms needed to resolve discrepancies, balances owed,
	 Initiates both written and/or communication in English and Spanish to assist taxpayers and their representatives regarding account status, laws administered by the IDOR, additional documentation or forms needed to resolve discrepancies, balances owed, etc. Gives advice in English and Spanish regarding appropriate action to be in compliance. Prepares documentation to change tax liability, penalty and interest
	 Initiates both written and/or communication in English and Spanish to assist taxpayers and their representatives regarding account status, laws administered by the IDOR, additional documentation or forms needed to resolve discrepancies, balances owed, etc. Gives advice in English and Spanish regarding appropriate action to be in compliance.
10%	 Initiates both written and/or communication in English and Spanish to assist taxpayers and their representatives regarding account status, laws administered by the IDOR, additional documentation or forms needed to resolve discrepancies, balances owed, etc. Gives advice in English and Spanish regarding appropriate action to be in compliance. Prepares documentation to change tax liability, penalty and interest. Provides amended returns, including all supporting documentation necessary to assist
10%	 Initiates both written and/or communication in English and Spanish to assist taxpayers and their representatives regarding account status, laws administered by the IDOR, additional documentation or forms needed to resolve discrepancies, balances owed, etc. Gives advice in English and Spanish regarding appropriate action to be in compliance. Prepares documentation to change tax liability, penalty and interest. Provides amended returns, including all supporting documentation necessary to assist taxpayers and resolve discrepancies or deficiencies.

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
10%	7. Will be assigned throughout the Customer Service Bureau to assist in higher level tax related duties as required, to serve on special project or test teams and will assist field auditors and collectors on a limited or as needed basis:							
	Will be assigned to other areas of the Customer Service Bureau to assist in workload demands as part of the developmental phase							
	 Serves as a member of special project or test teams, testing new procedures and/or automated systems 							
	 Serves as a technical team member in testing new and revised changes in computer logic 							
	Participates in technical forms committee							
	 Assists in evaluating new and pending legislation to determine impact on bureau operations 							
	 Provides input in the development of new or revised tax forms and other tax information related material that may be provided to staff and/or taxpayers 							
	Writes and/or updates procedures as assigned							
	 Assists field auditors and/or field collectors on a limited or as needed basis by providing 							
	information relative to status of accounts, filing status, etc.							
	Assists with outreach programs as directed							
	Travels in the performance of these duties.							
05%	 Responsible for registering and maintaining business tax accounts and reviews and analyzes non-routine and priority tax correspondence: 							
	Registers and maintains business tax accounts							
	 Reviews and analyzes non-routine and priority tax correspondence directed to the Customer Service Bureau from outside sources and agency officials to determine nature and content 							
	Initiates corrective action to resolve inquiries.							
05%	Performs other duties as required or assigned which are reasonably within the scope of duties enumerated above.							
17. POSITIO	ON TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work,							
oreparing, c	onducting and signing performance evaluations; effectively recommending and imposing disciplinary action and ievances for the incumbent of this position.)							
	WORKING TITLE (IF ANY)							
	vice Administrator 37015-25-82-110-30-01							
8. CHECK	THE APPROPRIATE BOX IF THIS POSITION IS A:							
	sor 🗆 Lead Worker							
☐ Supervis	LI LEQU VVOIREI							
□ Supervis	pervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time							

Position Title	Position Number	No. of Incumbents or Funded Vacancies
kiden dies seit der zeite zeit der Staten der		

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

1. Requires a bachelor's degree.

2. Requires four years supportive tax related experience, including completion of the Revenue Tax Specialist Trainee Program, and three years as a Revenue Tax Specialist I.

3. -OR- Requires twelve years supportive tax related experience, including completion of the Revenue Tax Specialist Trainee Program, and three years as a Revenue Tax Specialist I.

4. Requires the ability to speak and write Spanish at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

Knowledge, Skills, and Abilities

1. Requires working knowledge of current Illinois and federal tax laws, rules and regulations and out-ofstate filing requirements.

2. Requires working knowledge of tax terminology, forms and documents utilized in the processing of tax returns and supporting documentation.

3.Requires working knowledge of methods and procedures used in compiling and recording statistical information

4.Requires working knowledge of manual and automated files, procedural manuals and other related material utilized in the research and analysis of tax returns and supporting documentation for compliance with applicable tax regulations.

5. Requires working knowledge of tax accounting theory, collection procedures, principles and practices.

6. Requires working knowledge of computer systems as related to the processing of various tax information.

7. Requires working knowledge of public relations principles and practices.

8. Requires ability to independently take corrective action within broad general guidelines in cases involving delinquencies, deficiencies and other irregularities.

9. Requires ability to gain and maintain satisfactory working relationships with the public and other employees.

10. Requires ability to compose correspondence to taxpayers, their representatives and others.

20. CONDITIONS OF EMPLOYMENT

- 1. Requires the ability to successfully complete a tax compliance and fingerprint-based background check.
- 2. Requires a valid driver's license and the ability to travel.
- 3. Requires the ability to walk, stand, bend, reach above shoulder level, and lift and carry tax documents weighing up to 25 pounds.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

The Illinois Department of Revenue (IDOR) is seeking to hire a highly motivated individual to serve in our Northern Field Services Des Plaines office as Revenue Tax Specialist II Spanish speaking (RTS II SS). This RTS II SS will assist taxpayers with their Illinois Individual, Business and Withholding Income Tax and Sales Tax as well as business registration inquiries. Interpersonal skills along with excellent customer service skills will be utilized when working with the department staff, taxpayers, businesses and local governments. The RTS II SS will utilize previously developed professional oral and written communication skills in working with, assisting and training these same individuals and groups.

The benefits of working at Department of Revenue include a 37 ½ hour work week, a generous salary and benefits package (paid time off for vacation, sick, or personal leave, twelve holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Revenue (IDOR) administers Illinois tax laws and collects taxes in a fair, consistent, and efficient manner to provide accurate, timely, and reliable funding and information to state and local constituents. By using best practices, IDOR strives to continuously innovate and increase accuracy, efficiency, and productivity in all areas of operations and tax administration, thereby earning respect, delivering value, and being a trusted source of information.

IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE DATE

08/13/2021

08/20/2021 JL

POSITION DESCRIPTION

1. POSITION TITE	E	W	ORKING TITLE (IF ANY)	Bilangual Code	Position Title	esition Title ption Code 2. POSITION NUMBER							
Existing Position													
New/Revised Position		1	•	00			00070 0	~ 44 A	20.00	·			
Revenue Audit	OF III	<u> </u>	4. BUREAU/ DIVISION	29	SS	5. EXMT	38373-25-41-130-99-02						
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			Audit										
New/Revised Position	Addit							<u> </u>	1	1			
Revenue			Audit/ Field Complianc	е	•	0	016	2	R				
10, SECTION			11, UNIT	12, TRANSACTION CODE 13, EFFECTIVE D				TIVE DATE					
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Sales and Mis-	cellaneous Taxes		rieiu - Des Flailles			□ MC)21 ESTAI)22 EXEM		E CHANGE				
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Existing Position						☐ MC	27 ADDIT	TIONAL IE					
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New/Revised Position						□ MC	149 DOWN	WARD F					
Cook County			RC062		N	☐ MC	150 LATER 158 UPWA	ARD REAL					
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	all taxes administere	d by th	e Illinois Department of I	Revenue	(IDOR);	examines	and and	alyzes	records	ana			
	accounts to determin	ne com	pliance or non-compliant , directing and reviewing	ce with ta	X TUIOS, F	egulations	and lav	vs, ser	ves as	dii ctina			
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	audit issues and find	lings; s	erves as an expert witne	ess at hea	irings or i	n court ca	ises of p	rotest	ed liabil	ities or			
	alleged criminal or c	ivil viola	ations; provides classroc	m and/or	on-the-j	ob training	involvir	ng new	or revi	sed			
	statutes, rules and re	egulatio	ons, IDOR policies and p	rocedure	s and au	dit methor	ds.						
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	corporations un	itarv bi	udit assignments of major corporations, large business organizations, multi-nation pusinesses, partnerships, fiduciary and individual taxpayers subject to all taxes							xes			
	administered by	IDOR:	t; determines proper audit methods, techniques and procedures to put					ursue i	n				
	accomplishing a	audit. in	cluding means of verifica	ation, test	methods	s and exte	nt of tes	iting. N	Aulti-nat	ional			
	corporation and	its and	d unitary audits are inherently complex in that large amount of assets, prop zed operations must be reviewed. Lifts and carries a personal computer a						s, ргоре	erty,			
	payroll and com	puteriz							uter an	d			
į	materials weigh	ing up t	o 50 pounds.	•									
200	2	al	a reserved and assessments	la data	ina sass	diance e-	non	anlinna	o with t	2			
20%	2. Examines and a	anaiyze	s records and accounts aws. Resolves questions	io determ	mie comp brin tha	Mance of	non-coff auditer k	ipitant	thority t	n N			
			aws, resolves questions presented to ensure full										
	financial statem	ente se	d documents, Research	compliant	se lettere	ng moon	o raxio	urt dec	cisions :	and			
	other resource r	maleria	I to ensure sound interpr	etation of	each ca	se as it as	noties to	specif	ic audit	issues.			
	0.0.0.0000.000		to onouro coura intorpi	Oldino.									
15%	3. Serves as an au	uditor-ir	-charge, assigning, dire	cting and	reviewin	g the acti	vities of	an aud	lit team				
2.5	engaged in con-	ducting	complex and large scale	e Illinois a	and out-o	f-state au	dits of m	ajor c	ompani	es,			
	partnerships an	d indivi	dual taxpayers; determir	nes the m	ost appro	opriate au	dit proce	edures	; discus	ses with			
 	auditors the sco	pe and	procedures to be follow	ed; make	s prelimi	nary anai; mothode	/SIS OI TE of obtain	axpaye	rs acco	ounung			
	systems and re	cords to	determine most efficier	к апо ар	propriate	meulous	OL ODISH	mig in	vandd	/II			
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CMS-104 (Rev. 10/94) IL 4	٠٠١٠ ١٠٥١-٥٢٩ ١٠٠١	2	11:10 3 2021		7	The same	far (le)	<i>,</i>					
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16. (CONTIN	UED.									
% OF TIME	4									
		regulations applicable applicable to given sit	to diven situations. Prepares or rev	larifies s views co ad certifi	specific sections of tax laws, rules and completed computerized audit reports institute of accuracy. Signs and the section of accuracy.					
10%	4.	Provides guidance and assistance to less experienced auditors engaged in auditing taxpayer's books and records. Interprets and resolves technical problems in the course of the audit.								
10%	5.									
05%	6.	Contacts company offi methods and procedur	cials, tax attorneys, or taxpayers' re es to be employed in making tax at	∍presen udits.	tatives to discuss purpose of and					
05%	7.	taxpayers or their representations if over amended returns if over	rusiness to conduct post-audit confi esentatives; presents audit exhibits erstated or understated liability is di g to established liability, in signing a	erences to subs	es and findings. Arranges for and travels to present basis of audit results to stantiate accuracy of audits; prepares l; endeavors to foster taxpayer's ed returns and remitting additional taxes if					
17. POSITION performance	TITLE eval	AND NUMBER OF IMMEDIA uations; effectively recommen	ATE SUPERVISOR (Responsible for assign and imposing disciplinary action and a	ing and re	eviewing work, preparing, conducting and signing grievances for the incumbent of this position.)					
Revenue Aud	lit St	pervisor 38369-25-41 01, 45-01, 50-01, 55-01	-130-10-01, 15-01, 20-01, 25-01		(ING TITLE (IF ANY)					
18. CHECK THE	APP	ROPRIATE BOX IF THIS PO	SITION IS A							
SUPER					•					
NOTE: Su	pervis	ory or lead worker respons	sibilities must be described in a detailed	duty stat	ement(s) with a time percentage(s) allotted.					
If a box was	chec	ked above, list position title, p	position number, and number of subordinate	: incumbe	nts or authorized funded headcount:					
	Pos	ition Title	Position Number		No. of Incumbent or Funded Vacancies					
			TIES, LICENSURE OR CERTIFICATION N SINCE THERE ARE NOW SEVERAL OPTIONS, THE PHRASE "SAME AS SPECIFICAT		RY FOR THE SUCCESSFUL PERFORMANCE SKILLS AND ABILITIES AND LICENSURE OR N NO LONGER BE USED					
Requires a ba progressive computer scie	ourse ourse	or's degree in accounting an economics and statistic	ng, business administration, or final	nce, witi	h a minimum of 21 semester hours of nd business administration, business law,					

Requires a bachelor's degree in accounting, business administration, or finance, with a minimum of 21 semester hours of progressive coursework in accounting, and additional coursework in management and business administration, business law, computer science, economics and statistics. Requires two years of professional experience as a Revenue Auditor II. Requires extensive knowledge of methods and techniques of tax accounting and auditing. Requires extensive knowledge and understanding of the various types of records maintained by businesses, partnerships and individuals. Requires extensive knowledge of the various tax laws administered by IDOR. Requires extensive knowledge of methods, procedures and techniques utilized in the examination and review of tax returns and supporting documentation, and in determining and recommending appropriate corrective action. Requires extensive knowledge of files, procedural manuals and other related materials utilized in the research and analysis of tax returns and supporting documentation. Requires ability to independently undertake and complete highly complex audits of corporate, partnership and individual taxpayers. Requires ability to plan, organize and supervise the activities of an assigned team of revenue auditors engaged in performing complex tax audits. Requires ability to analyze and determine adequacy of audit reports, and to draw conclusions on which to base recommendations. Requires ability to recognize and determine violations of and noncompliance with the tax laws, rules and regulations, and to explain and interpret significant irregularities to taxpayers. Requires ability and willingness to travel extensively and frequently, often keeping irregular hours. Requires access to an automobile and possession of a valid driver's license for the operation of a motor vehicle. Requires ability to lift and carry materials weighing up to 50 pounds including transporting and utilizing a personal computer. Requires the ability to speak and write Spanish at a colloquial skill

POSITION DESCRIPTION

OSITION TITL		POSITION NUMBER
Revenue Auc	litor III	38373-25-41-130-99-02
OF TIME	16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF	
05%	Serves as an expert witness at hearings or in conviolations; presents exhibits and testifies as to the General's Office to develop criminal or civil case.	ourt cases of protested liabilities or alleged criminal or civine validity and accuracy of audits; works with Attomey
05%	IDOR policies and procedures and audit method knowledge to Audit Bureau personnel when req	ds and techniques to enhance auditing skills and
05%	Performs other duties as required or assigned, venumerated above.	which are reasonably within the scope of duties
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1. POSITIO	ON TITLE	WORKING TITLE (IF ANY)	BILINGUAL	22 CTC	ON CODE	2. PO	SITION	NUMBER
EXISTING P	OSITION		CODE	UPII	ON CODE			
NEW/REVIS	ED POSITION							,
Revenue	Tax Specialist I		29		SS	385	71-25-	8 2 -11 0-5 1-02
3. AGENC	Y	4. BUREAU/DIVISION		5. EXMT	6. WORK	7. A/I	8.	9. OFFICE USE
EXISTING P	OSITION			CODE	COUNTY	AUTH	AUDIT	
NEW/REVISE	- POSITION						4	
NEW/REVISED POSITION Revenue		Taxpayer Services/Cus Service/Taxpayer Assi	stomer stance	0	016	2	R	
10. SECTI	ON	11, UNIT			12. TRANS			13. EFFECTIVE
EXISTING PO	OSITION				☐ MA021 I	ESTABL		DATE 02/16/2023
NEW/BEVIE	D POSITION	,			☐ MA022 E	XEMPT	CODE	
			☐ MC024 POSITION NUMBER CHANGE					ER CHANGE
Chicago r	ield Services	45 BAROARINA FERRI			MC026 CLARIFY			
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EXISTING PO	DSITION				☐ MD021 ABOLISH			
NEW/REVISE	ED POSITION				☐ MC149 E	OWNW	ARD RE	ALLOCATION
Cook Cou		RC062		N	☐ MC150 LATERAL REALLOCATIO			
% OF							-	
TIME 25%		CURRENT AND ACCURATE Speral supervision, reviews, and						
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		alyzes and adjusts routine a						
	- /41	aryzes and adjusts routine a	na nigniy t	ecnnica	u original a	ind am	ended 1	tax returns,
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	 Travels in the performance of duties.
20%	 Reviews and performs research on various source documents in providing information, guidance and assistance to Illinois and out-of-state taxpayers and/or their representatives, in writing and orally in English and Spanish of a routine and priority nature, relating to the variou taxes administered by the Illinois Department of Revenue (IDOR):
	 Provides information, assistance, and guidance on laws, rules and regulations, and policies and procedures as relates to all tax acts or IDOR programs Assists taxpayers and/or their representatives in preparing registration forms, general amended, supplemental and delinquent tax returns, including documents for individuals, partnerships, corporations, partnerships, estates, trusts and fiduciaries regarding account status, laws administered by IDOR, additional documentation or forms needed to resolve discrepancies answering technical inquiries and balances owed, etc. Refers more difficult and complex cases to supervisor.
400/	
10%	Independently performs research necessary to resolve discrepancies or deficiencies: Defermines are greatively difficult reported methods necessary for resolution of
	 Determines progressively difficult research methods necessary for resolution of discrepancies or deficiencies in order to adjust taxpayer accounts Performs researches on all resources available to determine corrective action to be taken
	 Reconstructs taxpayer history Performs research on historical documents, statutes and rules to determine validity a accuracy of returns and assessments.
10%	4. Confers with taxpayers and/or their representatives to determine the nature of inquiries, problems or complaints:
	 Approves or denies progressively difficult reasonable cause requests based on procedural and statutory guidelines Utilizes the current tax operating systems to approve or deny abatement of penalties and/or interest
	 Requests additional information from taxpayers and/or their representatives in order approve or deny reasonable cause
	 Performs increasingly difficult manual and/or automated mathematical calculations a procedures in computing tax liability and applicable penalty and interest, disallowed discounts or modifications, canceling all or portions of assessments and/or bills, and allocation of revenues in accordance with statutes outlining these processes
	 Explains computations and methods (not account specific) to taxpayers and/or their representatives in English and Spanish
	 Provides necessary forms to taxpayers Informs taxpayers and their representatives in English and Spanish of the decision rendered.
10%	Responsible for registering and maintaining business tax accounts:

	 Reviews and analyzes routine and priority tax correspondence directed to the Customer Service Bureau from outside sources and IDOR officials to determine nature and content Initiates corrective action to resolve inquiries.
10%	6. Initiates correspondence to taxpayers and/or their representatives in English and Spanish on status of accounts and maintains and prepares required production and statistical records and reports:
	 Initiates both written and oral communication in English and Spanish to taxpayers and their representatives regarding account status, laws administered by the IDOR, additional documentation or forms needed to resolve discrepancies, balances owed, etc.
	 Assists taxpayers, their representatives and others regarding laws administered by IDOR Gives advice in English and Spanish regarding appropriate action to be taken to be in
	compliance
	Prepares documentation to change tax liability, penalty and interest Provides assistance and guidance in English and Specials to the second state of the seco
	 Provides assistance and guidance in English and Spanish to taxpayers in the completion of all types of current, delinquent or amended returns, including all
	supporting documentation necessary to assist taxpayers and resolve discrepancies or
	deficiencies of a progressively difficult nature Maintains a variety of production records, inventory records, reports, etc.
050/	
05%	7. Will be assigned throughout the Customer Service Bureau to assist in higher level tax related duties as required, to serve on special project or test teams and will assist field auditors and collectors on a limited or as needed basis:
	Will be assigned to other areas of the Customer Service Bureau to assist in workload demands as part of the developmental phase
	Serves as a member of special project or test teams
	Assists field auditors and/or field collectors on a limited or as needed basis by providing information relative to status of assistance of the status
	information relative to status of accounts, filing status, etc. Travels in the performance of these duties.
05%	Receives advanced on-the-job training to enhance technical skills:
05%	8. Receives advanced on-the-job training to enhance technical skills:
05%	Receives advanced on-the-job training to enhance technical skills: Assists in training new and/or lower-level Bureau staff
05%	8. Receives advanced on-the-job training to enhance technical skills: • Assists in training new and/or lower-level Bureau staff • Maintains a variety of daily production logs and document inventory records • As part of the developmental level, receives on-the-job training in processing non-
05%	8. Receives advanced on-the-job training to enhance technical skills: • Assists in training new and/or lower-level Bureau staff • Maintains a variety of daily production logs and document inventory records • As part of the developmental level, receives on-the-job training in processing non-routine and highly technical amended tax returns, schedules and supporting
05%	8. Receives advanced on-the-job training to enhance technical skills: • Assists in training new and/or lower-level Bureau staff • Maintains a variety of daily production logs and document inventory records • As part of the developmental level, receives on-the-job training in processing non-

preparing, conducting and signing pe		for assigning and reviewing work, ending and imposing disciplinary action and
adjusting grievances for the incumber	ent of this position.)	WORKING TITLE (IF ANY)
Public Service Administrator	37015-25-82-110-50-01	Chicago Field Services Manager
18. CHECK THE APPROPRIATE BO		Officago Ficial Convictor Mariagor
16. CHECK THE AFFROMNIATE BO	DATE THIS FOSITION IS A.	
☐ Supervisor ☐ Lead Worker		
NOTE: Supervisory or lead worked percentage(s) allotted. If a box was subordinate incumbents or author	as checked above, list position title, pos	a detailed duty statement(s) with a time sition number, and number of
Position Title	Position Number	No. of Incumbents or Funded Vacancies
-OR- Requires nine years of Specialist Trainee Program.	eak and write Spanish at a colloquial ski n speaking individuals.	uding completion of the Revenue Tax
20. CONDITIONS OF EMPLOYMEN		
 Requires the ability to tra Requires the ability to was weighing up to 25 pounds Requires the ability to us computer, tablet, etc. 	avel. alk, stand, bend, reach above shoulder ds. se and secure a state issued mobile dev	vice, e.g., cellular phone, laptop
encompassing or to address all resp	ING STATEMENT: Information in this states consibilities of the position. In the state of the position.	

benefits package (paid time off for vacation, sick, or personal leave, thirteen holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Revenue (IDOR) administers Illinois tax laws and collects taxes in a fair, consistent, and efficient manner to provide accurate, timely, and reliable funding and information to state and local constituents. By using best practices, IDOR strives to continuously innovate and increase accuracy, efficiency, and productivity in all areas of operations and tax administration, thereby earning respect, delivering value, and being a trusted source of information.

IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
Raven DeVaugha by Swähau M. Johnson 2/24/2023		HATCH SERVICE	02/21/2023

JL

TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE			2. PO	SITION	NUMBER
TION		A constant A constant					
POSITION x Specialist II		29		SS	385	572-25-4	48-100-99-02
	4. BUREAU/DIVISION		EXMT	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
TION		_	CODE				
POSITION			A				
	Collections	Collections		84	2	R ·	
	11. UNIT	11. UNIT 12. TRANS		ACTION	CODE	13. EFFECTIVE DATE	
TION				☐ MA021	ESTABL	.ISH	08/01/2022
*		☐ MA022 EXEMPT CODE CHANG			CHANGE		
POSITION					☐ MC024 POSITION NUMBER CHANGE		
		☑ MC026 CLARIFY					
OCATION				☐ MC027 ADDITIONAL IDENTICAL CHAN			
TION							OTIVITOL
				☐ MC149	DOWNV	VARD RE	ALLOCATION
POSITION				☐ MC150	LATERA	L REALL	OCATION
County	RC062		N	☐ MC158	UPWAR	D REALL	OCATION
16. COMPLETE	CURRENT AND ACCURATE	STATEMEN	NT OF P	OSITION E	SSENT	TIAL FUI	NCTIONS
technical other enformal administer collection cost efficient cost	in-state and out-of-state accordencement programs and State action to secure delinquent ient manner, e.g., bank levy erifies taxpayer financial informalyzes, determines and docitiates liens and monitors states bulk sales stop orders existed analysis ex systems to determine the ayments are deducted, or determine an in-depth analysis ctions	counts assiste Agencie Int of Reve Itax returns I wage levy I wage levy I cuments actutes I files bank I of the tax I tax, penalt I etermines actutes I of account	gned by s, involved to the s, debt of the s, debt o	y the Gent ving the va OR), to de payment a se revocations required audit files ents required ents ents required e	ax Sys arious t etermin and tax on, etc ems ed for a analyz s, supp e on an red to o d for sp	tem, or axes are the moayer conting do accouract contection decific energy are the contection are the contection accouract content accouract content accouract content accouract content account	referred from id/or debt ost appropriate ompliance in a tax systems rd of Appeal ocuments and it after or resolve debt
	TION POSITION X Specialist II TION POSITION TION POSITION COUNTY 16. COMPLETE 1. Under ge technical other enfoadministe collection cost efficients In the position of the cost efficients P	TION POSITION X Specialist II 4. BUREAU/DIVISION TION Collections 1. UNIT TION POSITION COATION 15. BARGAINING/TERN CODE TION POSITION County RC062 16. COMPLETE CURRENT AND ACCURATE 1. Under general direction, receives, reverse technical in-state and out-of-state according other enforcement programs and State administered by the Illinois Department collection action to secure delinquent cost efficient manner, e.g., bank levy. Verifies taxpayer financial information and continuitiates liens and monitors state issues bulk sales stop orders, petitions Performs a technical analysis tax systems to determine the payments are deducted, or deserted. Performs an in-depth analysis actions	POSITION A. BUREAU/DIVISION TION Collections 1. 11. UNIT TION POSITION CODE 15. BARGAINING/TERM CODE TION POSITION CODE 16. COMPLETE CURRENT AND ACCURATE STATEMENT And receives, reviews and a technical in-state and out-of-state accounts assis other enforcement programs and State Agencie administered by the Illinois Department of Reve collection action to secure delinquent tax returns cost efficient manner, e.g., bank levy, wage levy. Verifies taxpayer financial information via Analyzes, determines and documents account acco	TION POSITION A. BUREAU/DIVISION CODE A. BUREAU/DIVISION CODE A. BUREAU/DIVISION CODE A. BUREAU/DIVISION CODE TION CODE TODE TODE CODE TODE CODE	TION POSITION A. BUREAU/DIVISION CODE SS A. BUREAU/DIVISION CODE A. BUREAU/DIVISION CODE SEMANT CODE COUNTY CODE COUNTY TION CODE COUNTY TION CODE COUNTY TION CODE COUNTY TION CODE CODE COUNTY TION CODE CODE COUNTY CODE COUNTY CODE COUNTY CODE CODE COUNTY CODE CODE COUNTY CODE COUNTY CODE CODE COUNTY CODE CODE CAMORIC CODE CO	POSITION A. BUREAU/DIVISION Collections C	POSITION A. BUREAU/DIVISION Code Code

officers Determines extension of time for tax payments and closing of cases determined to be
Determines responsibility and issues penalties, transfer corporate debt to responsible
4. Recommends various courses of action:
Takes and recommends the appropriate collection action; assists taxpayer inquiries.
by that location
documented above Determines where the case is residing and understands the type of action being taken by that leasting
 On taxpayer initiated contacts, accesses the case in Gentax, analyzes the case as
any variable information needed to construct the document
Generates correspondence, by selecting the assessment and delinquency detail, and any variable information was delinquency.
taxpayer case Utilizes Gentax to reschedule the case
 Obtains and documents financial, asset, secondary or other information regarding a
 Records in the applicable system any action taken by using comments
outside agencies, onsets, non-renewal of licenses, license holds, etc.)
Takes enforcement action as required, (i.e., liens, levies, revocations, referrals to
taken, such as phone contact, correspondence, research or other collection action; takes the appropriate action, (i.e., collect in full, recommend adjustment or suspense)
Analyzes the on-line information to determine the collection action that needs to be taken such as phone contact, correspondence.
ine case
previous collection documentation or any transactions that have changed the status of
iocation and ownership, any documented financial, asset or secondary information
and/or assessments, information regarding the taxnaver or husiness such as status
Reviews and analyzes on-line information to determine the nature of the delinquencies and/or appearance information to determine the nature of the delinquencies.
3. Utilizes Gentax, or other PC systems, to access delinquent taxpayer cases:
 Sets up and attends meetings with taxpayers located in-state and out-of-state.
 Explains issues, court decisions, tax laws and IDOR's position with respect to the account
or complaints dealing with highly technical tax issues, tax laws, rules and regulations • Explains issues, court decisions, tax laws, and IDOD's marking in the court decisions.
Provides technical assistance or guidance in preparing tax returns or resolving inquire or complaints dealing with his latest technical assistance.
taxes or debt, or filing of missing returns:
person with taxpayers, their representatives and/or others to make demand for payment of
2. Writes and speaks English and Spanish to confers by telephone, correspondence and or in
 Lifts and carries tubs containing tax documents weighing up to 25 pounds.

	 Participates 	in the training of new employees on	the various taxes, Gentax and the
	operations o	of the Program Area	and a subserve and the bloom
	Makes recor	mmendations to revise operating pro	cedures when applicable.
05%	6. Participates in staff	meetings:	
	Assists suns	ervisor in the development of new an	d/or revised operating policies and
	procedures.	staffing requirements, work schedul to expedite workflow, etc., and imple	es, etc., recommending changes in
05%	7. Serves as a member	er of a project team, performing a se	gment of studies during the
	development and to	esting of new procedures and/or auto	omated systems:
	A state to see	with a superscript protheds and process	duros
	Assists in w	riting processing methods and proce	edures.
05%			d special management reports of work
*	processed and pen	ding.	
05%	9. Performs other duti	ies as required or assignment which	are reasonable within the scope of
	duties numerated a		
		MATERIALE OF IDEDITIONS (Been analyse	for accidning and reviewing work
17. POSITI	ION TITLE AND NUMBER IN conducting and signing perfo	MEDIATE SUPERVISOR (Responsible rmance evaluations; effectively recomm	ending and imposing disciplinary action and
adjusting g	rievances for the incumbent		
	mevances for the incumbent	of this position.)	
			WORKING TITLE (IF ANY)
A RECEDITION OF MANAGEMENT	rvice Administrator	37015-25-48-210-00-01	
Public Ser	rvice Administrator rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01	
Public Ser Public Ser	rvice Administrator rvice Administrator rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01	
Public Ser Public Ser Public Ser	rvice Administrator rvice Administrator rvice Administrator rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01	
Public Ser Public Ser Public Ser Public Ser	rvice Administrator rvice Administrator rvice Administrator rvice Administrator rvice Administrator rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01	
Public Ser Public Ser Public Ser Public Ser	rvice Administrator rvice Administrator rvice Administrator rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01	
Public Ser Public Ser Public Ser Public Ser Public Ser	rvice Administrator rvice Administrator rvice Administrator rvice Administrator rvice Administrator rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01	
Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01	
Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01	
Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-280-00-01	
Public Sel Public Sel Public Sel Public Sel Public Sel Public Sel Public Sel Public Sel Public Sel	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-280-00-01 37015-25-48-290-00-01	
Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-290-00-01 37015-25-48-290-00-01 37015-25-48-291-00-01	
Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-280-00-01 37015-25-48-291-00-01 37015-25-48-291-00-01 37015-25-48-292-00-01	
Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-280-00-01 37015-25-48-290-00-01 37015-25-48-291-00-01 37015-25-48-292-00-01 37015-25-48-293-00-01	
Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-280-00-01 37015-25-48-290-00-01 37015-25-48-291-00-01 37015-25-48-293-00-01 37015-25-48-293-00-01 37015-25-48-294-00-01	
Public Sel Public Sel	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-280-00-01 37015-25-48-290-00-01 37015-25-48-291-00-01 37015-25-48-293-00-01 37015-25-48-294-00-01 37015-25-48-300-00-01	
Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-290-00-01 37015-25-48-291-00-01 37015-25-48-291-00-01 37015-25-48-292-00-01 37015-25-48-293-00-01 37015-25-48-300-00-01 37015-25-48-310-00-01 37015-25-48-330-00-01	
Public Ser Public Ser	rvice Administrator	37015-25-48-210-00-01 37015-25-48-220-00-01 37015-25-48-220-10-01 37015-25-48-240-00-01 37015-25-48-245-00-01 37015-25-48-260-00-01 37015-25-48-270-00-01 37015-25-48-290-00-01 37015-25-48-291-00-01 37015-25-48-291-00-01 37015-25-48-292-00-01 37015-25-48-293-00-01 37015-25-48-300-00-01 37015-25-48-310-00-01 37015-25-48-330-00-01	

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

NOTE: Supervisory or lead worker responsibilities <u>must</u> be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies
		•

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

- 1. Requires a bachelor's degree.
- 2. Requires four years' supportive tax related experience, including completion of the Revenue Tax Specialist Trainee Program, and three years as a Revenue Tax Specialist I.
- 3. -OR- Requires twelve years' supportive tax related experience, including completion of the Revenue Tax Specialist Trainee Program, and three years as a Revenue Tax Specialist I.
- 4. Requires the ability to speak and write Spanish at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

Preferred Qualifications (In Order of Significance)

1.

20. CONDITIONS OF EMPLOYMENT

- 1. Requires the ability to successfully complete a fingerprint-based background check and tax clearance.
- 2. Requires ability to lift and carry up to 25 pounds.
- 21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

The benefits of working at Department of Revenue include a 37 ½ hour work week, a generous salary and benefits package (paid time off for vacation, sick, or personal leave, twelve holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Revenue (IDOR) administers Illinois tax laws and collects taxes in a fair, consistent, and efficient manner to provide accurate, timely, and reliable funding and information to state and local constituents. By using best practices, IDOR strives to continuously innovate and increase accuracy, efficiency, and productivity in all areas of operations and tax administration, thereby earning respect, delivering value, and being a trusted source of information.

IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
anthony Presenter 9	/1/2022	the first the same of the same	08/12/2022

NEW/REVISED PO	SITION Specialist I ON SITION	4: BUREAU/DIVISION Collections/Field Composition 11. UNIT		5. EXMT CODE	SS 6. WORK COUNTY	385 7. A/I AUTH	8. AUDIT	48-570-01-02 9. OFFICE USE
Revenue Tax S 3. AGENCY EXISTING POSITION NEW/REVISED POSITION EXISTING POSITION EXISTING POSITION DEW/REVISED POSITION Chicago Field 14. WORK LOC EXISTING POSITION NEW/REVISED POSITION NEW/REVISED POSITION Cook County % OF TIME	Specialist I ON SITION	Collections/Field Comp Collections / Field Comp Division	oliance	EXMT	6. WORK	7. A/I	8.	
EXISTING POSITION NEW/REVISED POSITION Revenue 10. SECTION EXISTING POSITION JRTC Field Conew/REVISED POSITION Chicago Field 14. WORK LOCE EXISTING POSITION NEW/REVISED POSITION Cook County % OF TIME	DITION DN	Collections/Field Comp Collections / Field Comp Division		EXMT				9. OFFICE USE
NEW/REVISED POS Revenue 10. SECTION EXISTING POSITIO JRTC Field Co NEW/REVISED POS Chicago Field 14. WORK LOC EXISTING POSITIO NEW/REVISED PO Cook County % OF TIME	DITION DN	Collections / Field Con Division		CODE				Concrete research and some officers
Revenue 10. SECTION EXISTING POSITIO JRTC Field Co NEW/REVISED POSITIO Chicago Field 14. WORK LOC EXISTING POSITIO NEW/REVISED PO Cook County % OF TIME 16	DN	Collections / Field Con Division						
JRTC Field Co NEW/REVISED POS Chicago Field 14. WORK LOC EXISTING POSITION NEW/REVISED PO Cook County % OF TIME		11 LINIT		0	016	2	R	
JRTC Field Conewirevised Posting Field 14. WORK LOCEXISTING POSITION NEW/REVISED POCON County % OF TIME 16					12. TRANS	ACTION	CODE	13. EFFECTIVE DATE
NEW/REVISED POS Chicago Field 14. WORK LOC EXISTING POSITION NEW/REVISED PO Cook County % OF TIME 16	ompliance				☐ MA021	ESTABL	JSH	09/16/2022
Chicago Field 14. WORK LOC EXISTING POSITION NEW/REVISED PO Cook County % OF TIME 16				*	☐ MA022 I	EXEMPT	CODE	CHANGE
14. WORK LOC EXISTING POSITION NEW/REVISED PO Cook County % OF TIME 16	SITION				☐ MC024	POSITIO	ON NUME	BER CHANGE
NEW/REVISED PO Cook County % OF TIME	Compliance				☑ MC026			
NEW/REVISED PO Cook County % OF TIME 16		15. BARGAINING/TERM CODE		UTAN XEMPT	☐ MC027 ADDITIONAL IDENTICAL C☐ MC028 WORK COUNTY CHANGE			
Cook County % OF TIME 16	EXISTING POSITION				☐ MD021			ALLOCATION
% OF TIME 16	DSITION		1	***************************************	☐ MC150	LATERA	L REALL	OCATION
TIME		RC062		N □ MC158		UPWARD REALLOCATION		
men ver annual control of the second development of the second develop	6. COMPLETE C	URRENT AND ACCURATE	STATEME	NT OF F	POSITION E	SSENT	TAL FUN	ICTIONS
	Spanish an payment or Proconissu Explant acconnact account accornact accorna	general supervision, confers by telephone, correspondence and/or in person with sh and English speaking taxpayers and/or their representatives to make demand for ent or filing of missing returns and/or debt: Provides assistance, guidance in preparing tax returns, and resolving inquiries and complaints from Spanish and English speaking stakeholders dealing with routine tax issues, tax laws, rules and regulations Explains to Spanish and English speaking stakeholders issues, court decisions, tax laws and the Illinois Department of Revenue's (IDOR's) position with respect to accounts in question Ascertains the status of accounts and independently explains IDOR's actions, policies and requirements to taxpayers or their representatives Sets up and attends meetings with taxpayers in the district office.						
20% 2	 Receives, reviews and analyzes routine in-state and out-of-state accounts assigned by the tax system, referred from other enforcement programs or other state agencies, involving the various taxes administered by the IDOR, to determine the most appropriate collection action to secure delinquent tax returns, taxpayer compliance and taxpayer debt in a cost-efficient manner, e.g., bank levy, wage levy, license revocations, etc.: Verifies taxpayer financial information via the IDOR's tax systems 							

6 OF IME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 Analyzes, determines and documents adjustments required Recommends liens if applicable Monitors statues as needed to ensure proper procedures are being followed Performs routine analysis of the tax returns, files, supporting documents and tax systems to determine the tax, penalty and interest due on an account after payments are deducted, or determines adjustments required to correct or resolve debt Performs routine and involved analysis of accounts being reviewed for specific enforcement actions Accesses cases in IDOR Tax System and documents all pertinent information relative to the collection case Lifts and carries tubs containing tax documents weighing up to 25 lbs.
20%	 Utilizes GenTax, or other IDOR systems, to access delinquent taxpayer cases while conferring by telephone, correspondence, and/or in person:
	 Reviews and analyzes IDOR Tax System and/or other applications available to determine the nature of the delinquencies and/or assessments, information regarding the taxpayer or business such as status, location and ownership, any documented financial, asset or secondary information, previous collection documentation or any transactions that have changed the status of the case Analyzes information to determine the collection action that needs to be taken, such as
	phone contact, correspondence, research or other collection action Takes enforcement action as required (i.e., liens, levies, revocations, referrals to
	 outside agencies, offsets, non-renewal of licenses, license holds, etc.) Records in the applicable system any action taken by using comments Obtains and documents financial, asset, secondary or other information regarding a taxpayer case
i	 Utilizes GenTax to reschedule cases Generates correspondence in Spanish or English by selecting the assessment and delinquency detail, and any variable information needed to construct the document desired
	 Identifies the location of the collection case in the tax system and interprets the collection efforts being taken in order to assist the taxpayer Takes the appropriate collection action necessary for tax compliance.
05%	Prepares and prints remittance processing documents, when appropriate, and directs the liability to the proper account period:
	 Reschedules or transfers the case accordingly to the applicable collection enforcemen area or Supervisor as needed.
05%	Recommends various courses of action to taxpayers, higher level staff, and managers in orde to resolve collection cases:
	Determines responsibility and issues penalties

% OF IME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
	Determines extension of time for tax payments and closing of cases determined to be un-collectible							
	 Recommends disposition of cases supported by documented information and 							
05%	6. Serves as a member of a project team, performing a segment of studies during the development and testing of new procedures and/or automated systems:							
	Provides i related ma	input during the development of new aterial.	or revised tax forms and other tax					
05%	7. Confers with supe	ervisor relative to new or revisions in	tax laws and other regulatory material.					
05%		Compiles and prepares a variety of weekly, monthly and special management reports of work processed and pending.						
05%	9. As part of an on-	the-job learning process, assists in p	processing the more difficult/complex tax					
05%	10. Performs other d duties numerated		ch are reasonable within the scope of					
reparing,	ION TITLE AND NUMBER conducting and signing per rievances for the incumber	IMMEDIATE SUPERVISOR (Responsite formance evaluations; effectively recompleted this position.)	ole for assigning and reviewing work, mending and imposing disciplinary action and					
aujusing g	mevances for the mountain	it of this position.)	WORKING TITLE (IF ANY)					
² ublic Se	rvice Administrator	37015-25-48-570-00-01						
18. CHEC	K THE APPROPRIATE BO	X IF THIS POSITION IS A:						
☐ Superv	risor Lead Worker							
percentag	upervisory or lead worker ge(s) allotted. If a box wa ate incumbents or authori	s checked above, list position title, p	in a detailed duty statement(s) with a time osition number, and number of					
	Position Title	Position Number	No. of Incumbents or Funded Vacancies					
SUCCESS OPTIONS PHRASE	SFUL PERFORMANCE OF OF SKILLS AND ABILITIE "SAME AS SPECIFICATIO	THE WORK OF THIS POSITION. NOT	ERTIFICATION NECESSARY FOR THE E; SINCE THERE ARE NOW SEVERAL ON IDENTIFIED ON STANDARDS, THE					
1. F -OR-	-	,	Revenue Tax Specialist Trainee program					
Spe	cialist Trainee program.	nent of Revenue experience, includi						
z. R conj	equires ability to speak a unction with non-English	speaking individuals.	kill level in carrying out position duties in					
Preferred	Qualifications (In Order	of Significance)						

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

20. CONDITIONS OF EMPLOYMENT

1. Requires the ability to successfully complete a tax compliance and fingerprint-based background check.

2. Requires ability to lift and carry up to 25 pounds.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

The benefits of working at Department of Revenue include a 37 ½ hour work week, a generous salary and benefits package (paid time off for vacation, sick, or personal leave, twelve holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

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IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS
SIGNATURE

IMMEDIATE SUPERVISOR
SIGNATURE

AGENCY HEAD SIGNATURE

DATE

O9/19/2022

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITI	E	WORKING TITLE (IF ANY)	Ekingual Code	Position Title Option Code	2. POSITION NUMBER			
Existing Position			- COME	ONDIVERSE	•			
New/Revised Position								
	ection Officer III		29	SS	38403-25-48-510-10-02 S.EMIT E.WORK 7.AI B.AUDIT 9. OFFICE			
3. AGENCY		4. BUREAU/ DIVISION			5.EXMT 6.WORK 7.AI 8.AUDIT 9.OFFICE CODE COUNTY AUTH. USE			
Existing Position		**						
New/Revised Position					· · ·			
Revenue		Collections/Field Com	pliance Divi	sion	0 016 2 R			
10. SECTION		- 11. UNIT			12. TRANSACTION CODE 13. EFFECTIVE DATE			
Existing Position		*		i.	04/01/2020			
New/Revised Position								
District #13					☐ MA021 ESTABLISH			
14. WORK LOCA	TION	15. BARGAINING/TERM C	ODE	Rutan	☐ MC022 EXEMPT CODE CHANGE			
		·		Exempt	☐ MC024 POSITION NUMBER CHANGE ☑ MC026 CLARIFY			
Existing Position					MC027 ADDITIONAL IDENTICAL CHANGE MC028 WORK COUNTY CHANGE			
					MD021 ABOLISH			
New/Revised Position			6.		MC149 DOWNWARD REALLOCATION MC150 LATERAL REALLOCATION			
Cook County	direction	RC062		N N	MC158 UPWARD REALLOCATION			
% OF TIME	16. COMPLETE, CUR	RENT AND ACCURATE STATEM	MENT OF PO	SITION ES	nsibility for an assigned District			
15% 15%	field collectors progrand/or participates in specific geographic a variety of administ 1. Serves as design and serves tended action if the taxposerve compliance 2. Serves as designed demand, tax lies speaking taxpays appropriate coupetween the De State Police and	ress; attends and participates in field tax collection assignment area and assists in resolving be trative related District Office durative related District Office durated officer in charge of the least least and gives sworn testimo payer has not been brought into the documents. Instead officer in charge of the season and releasers. Travels to taxpayer's placers of action if the seizure fails and releated officer in charge of the series of action if the seizure fails are and the diquidator of seized property	n District anness to English tacklogs in a ties; travels Retailers' Octo of hearing, any at hearing compliance Seizure Progress of tax lies of business to satisfy the local sheriff to verify that	d Regiona n and Spar ther geog- in the per ccupation and notice gs. Recon- e. Travels gram. Prepens and se s to serve ne assesse s office. C the sale in	Tax Revocation Program. Prepares of decision. Schedules formalized nmends appropriate courses of to taxpayer's place of business to pares and serves ten day letters of eized property to English and Spanish such documents. Recommends the ed liability. Serves as liaison officer coordinates seizures with the Illinois is accomplished.			
15%	3. Conducts special investigations of a sensitive nature, e.g. governmental officials believed to be delinquent in tax monies owed the state or special requests from higher level management, necessitating detailed reports of procedures followed or conclusions so the Department's findings will not be repudiated. Travels to taxpayer's business for the collection of delinquent taxes, securing delinquent tax returns and determining taxpayer compliance to various tax laws.							
DIRECTOR OF CA	MS SIGNATURE	IMMEDIATE SHERRIFAPRISH SER	VICES AG	ENCY HEAV	DATE DATE			
100	And mile	DITOCALLOCDEDOON		13	6/30/2020			
S-Suew 7	1/20 ShulaT	good JUL 01 REC)	700	7-41			
		プザ~TECHNICAL SER	VICES					
		i Political Cel	A LOCAL					

16. (CONTINUE							
% OF TIME	16. COMPLETE, CURRENT	AND ACCURATE STATEMENT OF F	POSITIO	N ESSENTIAL FUNCTIONS			
15%	4. Serves as training officer for lower level collectors; participates in on the job training programs designed to provide lower level collectors with instructions on tax laws, agency rules and regulations, report preparation, work procedures and methods and collection techniques. As part of the training program, conducts on-site collection assignments in order to provide new collectors with work experience in applying the skills and knowledge's acquired during the classroom training period. Monitors the training and progress of new employees and frequently provides advice and assistance on the successful completion of assignments. Provides input in evaluating new employees during and at the completion of their training period. Serves as officer in charge during large special events requiring training and direction of lower level collectors.						
10%	progress; reviews progress and final collection reports for completeness and adequacy of data, e.g., total amount of money collected is correct, supporting documents and evidence are consistent and complete, accuracy of final payment plans, recommended disposition of cases are in good order, etc. Approves or disapproves final reports and/or forwards questionable cases wherein the disposition of case may not be clear to supervisor, and forwards all recommendations for closing of cases when further collection activity would be futile or costly to the Department to supervisor for final decision. Confers with lower level collectors and advises them of errors made and recommends the proper course of action to correct reports. In absence of supervisor, or at supervisor's request, review daily field reports for accuracy of information, e.g., mileage, meals, lodging, parking fees, etc. Approves daily field reports before vouchers for reimbursements are prepared.						
17. POSITION TIT	TLE AND NUMBER OF IMMEDIA	ates in formal training programs. TE SUPERVISOR (Responsible for assigni	ng and re	viewing work, preparing, conducting and signing			
performance e	valuations; effectively recommer	iding and imposing disciplinary action and a	djusting g	rievances for the incumbent of this position.)			
5.10 5.			WORK	(ING TITLE (IF ANY)			
Public Service	Administrator	37015-25-48-510-00-01					
18. CHECK THE A	PPROPRIATE BOX IF THIS PO	SITION IS A:					
☐ SUPERVIS	☐ SUPERVISOR OR ☐ LEAD WORKER						
NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted.							
		position number, and number of subordinate					
	Position Title	Position Number		No. of Incumbent or Funded Vacancies			
As Collection C	Officer in Charge:						
Revenue Colle		38402-25-48-510-10-02		2			
Revenue Colle	ction Officer I ction officer Trainee	38401-25-48-510-10-02		2			
Venerine Colls	CHOLLOHICEL LISINES	38405-25-48-510-10-02		2			

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Requires knowledge, skill and mental development equivalent to completion of four years of college and four of years professional experience in the delinquent tax collection field including two years of experience as a Revenue Collection Officer II. Requires extensive knowledge of various tax laws, rules and regulations, court decisions and other legal opinions applicable to the collection program. Requires extensive knowledge of tax collection methods and techniques. Requires working knowledge of accounting practices, methods, and procedures. Requires working knowledge of administrative techniques and practices utilized in staff management and organization. Requires ability to independently conduct collection assignments, exercising sound judgment and discretion in analyzing and evaluating facts and evidence. Requires ability to apply tax laws, rules and regulations appropriate to collection situations. Requires a valid driver's license and/or the ability to travel, often keeping irregular hours in the conduct of collection activities. Requires the ability to read and speak Spanish at a colloquial level.

16. (CONTINU % OF TIME	D) Revenue Collection Officer III 38403-25-48-510-10-02 16. COMPLETE, CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS	
10%	7. Conducts, reviews and/or participates in field tax collection assignments to English and Spanish speakin taxpayers within a specific geographic area and assists in resolving backlogs in other geographic areas makes personal calls in high risk areas on taxpayers who are antagonistic, potentially dangerous, und extreme emotional distress, and recalcitrant tax evaders; collects and assists other staff in collecting delinquent taxes when the lower level collector is unable to collect; serves as part of a collection team when the use of additional personnel is warranted, e.g., performing withholding tax audits when unable obtain unfiled tax returns from corporations, partnerships and individual taxpayers, inspecting coin operated amusement devices for current licenses, etc. Participates in high profile compliance procedur e.g., seizures, weigh station surveys and canvassing, which may involve media coverage. Travels in the performance of duties.	er e to
05%	8. In absence of supervisor, or at supervisors request, assists in a variety of administrative duties, e.g., conducts special studies of operations and compiles and prepares recommendations for changes in procedures to facilitate work in the office; compiles and prepares special production, activity and statisf reports.	tical
05%	Performs other duties as required or assigned which are reasonably within the scope of duties enumer above.	ated
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1. POSITIO		WORKING TITLE (IF ANY)	BILING			TON TITLE ON CODE	2. PO	SITION	NUMBER
EXISTING	STION								
NEW/REVISE	D POSITION								
Revenue Tax Specialist III			29	1		SS	385	73-25-	82-110-51-02
3. AGENCY	1	4. BUREAU/DIVISION			5. EXMT	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE
EXISTING PC	SITION				CODE	OCCIVIT	YOU	AUDIT	
NEW/REVISE	D POSITION	Taynayor Consison/Toy							
Revenue		Taxpayer Services/Tax Assistance	крауег		0	016	2	R	*
10. SECTIO	N	11. UNIT			NET SE	12. TRANSA			13. EFFECTIVE
EXISTING PO	SITION					CODE MA021 E	FSTARI		11/01/2021
	.'				1	☐ MA022 E		l	
NEW/REVISE									ER CHANGE
Chicago Fi	ield Services					☑ MC026 0	CLARIFY	•	
14. WORK	LOCATION	15. BARGAINING/TERM CODE		RU1 EXE	BADT	MC027 ADDITIONAL IDENTICAL CHANGE			
EXISTING PO	SITION		□ MC028 WORK COUNTY CH			CHANGE			
NEW COMMON			☐ MC149 DOWNWARD REALLOCATIO					ALLOCATION	
NEW/REVISE						□ MC150 L			
Cook Cour	nty .	RC062			N	☐ MC158 UPWARD REALLOCATION			
% OF TIME	16. COMPLETE O	CURRENT AND ACCURATE S	STATEN	/IEN	T OF PO	SITIONES	SSENTI	AL FUN	ICTIONS
20%	Perfectors Perfectors Perfectors Perfectors Concorre Interectors Corre Corre Corre Corre Perfectors Per	eral direction, serves as an approcedural or legal application DOR) and provides outreaches or legal questions to make or some in-depth and extensive issues fers with taxpayers, their repessions as they relate to specifies adequate reporting metical errors and determine the period of the period of the cedural errors and determine the period of the cedures or legal application of the period o	on of ta h to the anager e resea regulat s admir ic issue hods, t es type port an is on hi of tax la	x lave published tativitions of results and the control of results and the	ws admolic and the staff, and and and staff, and questry, completes, adjunctured adminis	inistered to response and/or the allysis of the others by the IDOR, stions posed in needed for the IDOR and IDOR	by the I s to high public: ne mos telepholocies court of the color resolutions, of molex	llinois I ghly tec t comp one, en and pr decision at, lega lution etc.	Department of chnical, lex or sensitive nail and other ocedures and I and

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
20%	 Develops, reviews and revises operating procedures and manuals; develops and executes training programs relating to systems, technical tax issues, processing procedures, statutory changes and on the job training:
	 Develops, reviews and revises operating and procedural manuals, determining which existing procedures need to be updated and/or revised
	 Writes new procedures for new functions, statutory changes, etc. Develops, executes and instructs training classes relating to systematic logic, technical tax issues, refresher courses, statutory changes, processing procedures, system changes, etc.
	Conducts studies of training needs
	 Develops training programs for lower level staff to provide skill necessary to perform increasingly complex work to include an in-depth knowledge of the GenTax system and the ability to teach it to others
	Enters and checks batches for the GenTax system
	Trains supervisory staff on technical changes
	 Develops means by which to determine if training was adequate or successful develops means by which to determine if training was adequate or successful
	 Provides on-the-job training to lower staff level tax specialists staff and trainees.
20%	Interacts activities with other work areas for testing and projects as directed by higher level staff:
	 Serves as lead analyst providing direction and assistance to same or lower level staff Confers with staff to resolve cases of a unique or questionable nature or by providing interface with irate taxpayers
	 Apprises staff of and explains changes in policies and procedures Serves as a technical consultant to both lower and upper level staff providing guidance
	 and assistance in resolving complex processing and/or procedural problems Provides responses to technical, highly complex, sensitive and legal questions to various areas on the IDOR and the public.
	Participates in specific technical tax projects as directed by higher level staff
	 Translates functions/procedures into Spanish for individuals who cannot speak or read English, in contacts with the general public, advocacy groups, taxpayers and community organizations
	 Participates in special project and test teams or serves as lead member as requested Compiles reports of new processing technologies and systemic changes, workflow
	problems, questionable analysis methods, etc. • Provides technical assistance to Division staff during the development of tax returns,
	schedules, instructions, etc. Travel in the performance of these duties.
10%	Maintains quality and production work measurement records; develops quality review procedures and processes:
	Develops quality review procedures and processes

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
- Charles of the conference of	 Trains supervisors and lower level staff on theories and application of quality review Maintains quality review records
	 Suggests changes in percentage of completed work reviewed based upon errors found, etc.
	 Resolves conflicts that arise when the definition of "error" is not readily apparent to processing and supervisory staff Completes daily batching of GenTax.
10%	 Analyzes various forms and supporting documentation to determine compliance with statues and IDOR policy, to detect deficiencies and resolve discrepancies:
	 Analyzes various tax forms of one or more tax types to include but not limited to, Sales Tax, Income Tax, Withholding Tax, Business Tax, Use & Service Tax, supporting documentation and any other documentation to determine compliance with statutes and policies, detect deficiencies, resolve discrepancies, etc., while verifying mathematical, technical and legal accuracy of returns processed and/or adjustments performed Reviews, resolves and adjusts complex and/or sensitive situation accounts; corrects and/or initiates adjustments when errors are detected
	 Recommends to supervisory and lower level staff appropriate corrective action based or statutes, departmental policies, procedures, precedents and court decisions Keeps management apprised of processing, statutory or procedural problems encountered
	 Recommends solutions to resolve complex tax questions or problems encountered to include but not to be limited to Sales Tax, Income Tax, Withholding Tax, Business Tax, Use & Service Occupation Tax addressing benefits and detriments resulting from proposed recommendations.
10%	6. Monitors pending legislation, developing impact statements; interacts activities with other work areas; participates in or serves as a lead member on test teams:
	 Provides technical and consultative services to Division staff, other governmental agencies, taxpayers, their representatives and others by interpreting established or amended statutes, departmental rules and regulations, etc., to resolve highly complex, sensitive or technical tax issues to verify compliance with statutes, rules, regulations, etc.
	 Monitors pending legislation, preparing impact statements and recommendations for changes to proposed legislation
	 Develops new legislative proposals for consideration by the General Assembly, citing benefits to the Department and/or taxpayers, processing areas, fiscal impact, administrative impact, etc.
	 Informs all employees of statutory changes
	Assists with implementation of new legislation.
	 Coordinates work, technical issues, etc., with other areas of the Agency to resolve procedural conflicts, request information assistance, etc.

% OF TIME	16. COMPLETE CURRE	NT AND ACCURATE STATEMENT	OF POSITION ESSENTIAL FUNCTIONS						
05%	 7. Confers with taxpayers, their representatives and others providing information in technical and lay terms depending on technical tax knowledge of the taxpayer: Responds to correspondence via email and other methods of communication Communicates in Spanish to those individuals who do not read or speak English. 								
05%	8. Performs other duties as required or assigned, which are reasonably within the scope of duties enumerated above.								
preparing, c	ON TITLE AND NUMBER conducting and signing per ievances for the incumber	formance evaluations; effectively rec	nsible for assigning and reviewing work, commending and imposing disciplinary action and						
aujusting gi	revarices for the incumser	at or and position.	WORKING TITLE (IF ANY)						
Public Service Administrator 37015-25-82-110-50-01 Chicago Field Services Manager									
18. CHECK	THE APPROPRIATE BO	X IF THIS POSITION IS A:	的 1971年1982年1987年 1982年1982年1982年1982年1982年1982年1982年1982年						
☐ Supervi									
percentage	pervisory or lead worker e(s) allotted. If a box wa te incumbents or author	s checked above, list position title	ed in a detailed duty statement(s) with a time e, position number, and number of						
	Position Title	Position Number	No. of Incumbents or Funded Vacancies						
19. SPECI	ALIZED KNOWLEDGES,	SKILLS, ABILITIES, LICENSURE OF	R CERTIFICATION NECESSARY FOR THE						
OPTIONS	OF SKILLS AND ARILITIE	THE WORK OF THIS POSITION. I	NOTE: SINCE THERE ARE NOW SEVERAL ATION IDENTIFIED ON STANDARDS, THE						

PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

1. Requires a Bachelor's degree.

- 2. Requires seven years supportive tax related experience, including completion of the Revenue Tax Specialist Trainee program and three years as a Revenue Tax Specialist II.
- 3. -OR- Requires fifteen years of supportive tax related experience, including completion of the Revenue Tax Specialist Trainee Program and three years as a Revenue Tax Specialist II.
- 4. Requires the ability to speak and write Spanish at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

Knowledge, Skills, and Abilities

- 1. Requires extensive knowledge of current Illinois and Federal tax laws, rules and regulations and out-ofstate tax filing requirements.
- 2. Requires thorough knowledge of files, procedural manuals and other materials utilized in the research and analysis of tax returns and supporting documents.
- 3. Requires extensive knowledge of tax accounting theory, principal and practices.
- 4. Requires extensive knowledge of computer systems as related to processing of various tax information.
- 5. Requires extensive knowledge of manual and automated office equipment.

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

6. Requires extensive knowledge of public relations principles and practices.

7. Requires ability to detect non-compliance with Illinois State tax laws and regulations.

8. Requires ability to detect computational, legal and/or technical errors in the process of analyzing tax returns and supporting documentation.

20. CONDITIONS OF EMPLOYMENT

- 1. Requires the ability to successfully complete a fingerprint-based background check and tax.
- 2. Requires the ability to travel.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

The Illinois Department of Revenue is seeking to hire a Revenue Tax Specialist III for the Taxpayer Assistance Northern Field Services office in Chicago. This successful candidate will be the technical advisor to the staff, manager and the public on highly technical, analytical, procedural or legal application of tax laws administered by the IDOR. Other duties include monitoring pending legislation and its impact on systems, forms and procedures as well as developing and delivering training to staff, management and the public. The successful candidate will be able to speak, read and write Spanish fluently.

The benefits of working at Department of Revenue include a 37 ½ hour work week, a generous salary and benefits package (paid time off for vacation, sick, or personal leave, twelve holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Revenue (IDOR) administers Illinois tax laws and collects taxes in a fair, consistent, and efficient manner to provide accurate, timely, and reliable funding and information to state and local constituents. By using best practices, IDOR strives to continuously innovate and increase accuracy, efficiency, and productivity in all areas of operations and tax administration, thereby earning respect, delivering value, and being a trusted source of information.

IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
garel Jule 11/9/21		unde	11/09/2021
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1. POSITION TITLE W		WORKING TITLE (IF ANY)	BILINGUAL CODE		POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING PO	SITION					and Angle of Market Control of			
NEW/REVISE	D POSITION .								
Revenue	Tax Specialist I		29		SS	385	571-25-4	48-100-99-02	
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9, OFFICE USE	
EXISTING PO	SITION		•	0000				and the same of th	
NEW/REVISE	D POSITION								
Revenue		Collections		0	084	2	R		
10. SECTIO	ON	11. UNIT			12. TRANS	ACTION	CODE	13. EFFECTIVE DATE	
EXISTING PC	SITION			account is an anni anni anni anni anni	☐ MA021	ESTABI	JSH	07/01/2022	
					☐ MA022 I	EXEMP	CODE	CHANGE	
NEW/REVISE	ED POSITION				☐ MC024 ☐ MC026			BER CHANGE	
		15. BARGAINING/TERM	Á P	UTAN				NTICAL CHANG	
14. WORK	LOCATION	CODE	TO. DI WASHINGTON TO THE						
EXISTING PO	DSITION			are decreed the second of the	☐ MD021	ABOLIS	Н		
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NEW/REVISE	ED POSITION				☐ MC150	50 LATERAL REALLOCATION 58 UPWARD REALLOCATION			
Sangamo	n County	RC062			N ☐ MC158				
% OF TIME		E CURRENT AND ACCURATE							
25%	and/or S filing of r F C F C F C F C F C F C F C F C F C F	eneral supervision, confers be panish, with taxpayers and/omissing returns and/or debt: Provides assistance, guidance complaints from stakeholders egulations Explains issues, court decision IDOR's) position with respect Ascertains the status of accordand requirements to taxpayer Sets up and attends meetings	e in prepa dealing work to accou unts and in	ring tax vith routi ws and t nts in quadepend represer	returns, ar ne tax issu he Illinois l uestion dently expl ntatives	ike der ind rescues, tax Depart ains ID	nand for olving in claws, r ment of OR's ac	r payment or quiries and ules and Revenue's ctions, policies	
20%	system, various most ap	es, reviews and analyzes rout referred from other enforcen taxes administered by the Illi propriate collection action to r debt in a cost-efficient man	nent progr inois Depa secure de	ams or our ortment of elinquent	other state of Revenue t tax return	agence (IDOI s, taxp	cies, invo R), to de payer co	olving the etermine the mpliance and	

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	 Verifies taxpayer financial information via the IDOR's tax systems Analyzes, determines and documents adjustments required Initiates liens if applicable Monitors statues as needed to ensure proper procedures are being followed Notifies taxpayers of tax liability with bulk sales stop orders Files bankruptcy claims with the applicable court to indicate amount of debt owed by the debtor Performs routine analysis of the tax returns, files, supporting documents and tax systems to determine the tax, penalty and interest due on an account after payments are deducted, or determines adjustments required to correct or resolve debt Performs routine and involved analysis of accounts being reviewed for specific enforcement actions Accesses cases in IDOR Tax System and documents all pertinent information relative to the collection case Lifts and carries tubs containing tax documents weighing up to 25 lbs.
20%	Utilizes Gentax, or other PC systems, to access delinquent taxpayer cases while conferring b telephone, correspondence, and/or in person:
	 Reviews and analyzes IDOR Tax System and/or other applications available to determine the nature of the delinquencies and/or assessments, information regarding the taxpayer or business such as status, location and ownership, any documented financial, asset or secondary information, previous collection documentation or any transactions that have changed the status of the case Analyzes information to determine the collection action that needs to be taken, such a phone contact, correspondence, research or other collection action Takes enforcement action as required (i.e., liens, levies, revocations, referrals to outside agencies, offsets, non-renewal of licenses, license holds, etc.) Records in the applicable system any action taken by using comments Obtains and documents financial, asset, secondary or other information regarding a taxpayer case Utilizes Gentax to reschedule cases Generates correspondence, by selecting the assessment and delinquency detail, and any variable information needed to construct the document desired Identifies the location of the collection case in the tax system and interprets the collection efforts being taken in order to assist the taxpayer Takes the appropriate collection action necessary for tax compliance.
05%	 4. Prepares and prints remittance processing documents, when appropriate, and directs the liability to the proper account period: Reschedules or transfers the case accordingly to the applicable collection enforcement area or Supervisor as needed.
05%	 Recommends various courses of action; in English and/or Spanish, to taxpayers, higher level staff, and managers in order to resolve collection cases:

% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF P	OSITION ESSENTIAL FUNCTIONS
	 Determines responsibility and issues penalties Recommends transfer of corporate debt to resp Determines extension of time for tax payments a un-collectible Recommends disposition of cases supported by Compiles and prepares protest packages to supported 	and closing of cases determined to be documented information and evidence
05%	Serves as a member of a project team, performing a set development and testing of new procedures and/or auto Provides input during the development of new or related material.	omated systems:
05%	7. Confers with supervisor relative to new or revisions in t	ax laws and other regulatory material.
05%	Compiles and prepares a variety of weekly, monthly an processed and pending.	d special management reports of work
05%	As part of an on-the-job learning process, assists in pro account cases.	cessing the more difficult/complex tax
05%	Performs other duties as required or assignment which duties numerated above.	are reasonable within the scope of
17. POSIT	duties numerated above. TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recommendations)	for assigning and reviewing work,
17. POSIT	duties numerated above. TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible	for assigning and reviewing work, ending and imposing disciplinary action and
17. POSIT preparing, adjusting (duties numerated above. FION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomme grievances for the incumbent of this position.)	for assigning and reviewing work,
17. POSIT preparing, adjusting g	duties numerated above. TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomm grievances for the incumbent of this position.) ervice Administrator 37015-25-48-210-00-01	for assigning and reviewing work, ending and imposing disciplinary action an
17. POSIT preparing, adjusting general public Sepublic Se	duties numerated above. FION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomm grievances for the incumbent of this position.) ervice Administrator 37015-25-48-210-00-01	for assigning and reviewing work, ending and imposing disciplinary action an
17. POSIT preparing, adjusting general Public Sepublic Se	duties numerated above. TION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomm grievances for the incumbent of this position.) ervice Administrator 37015-25-48-210-00-01 ervice Administrator 37015-25-48-220-00-01	for assigning and reviewing work, ending and imposing disciplinary action an
17. POSIT preparing, adjusting of Public Se Public Se Public Se Public Se	duties numerated above. FION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomming grievances for the incumbent of this position.) ervice Administrator ervice Administrator ervice Administrator arvice Administrator ervice Administrator arvice Administrator ervice Administrator arvice Administrator	for assigning and reviewing work, ending and imposing disciplinary action an
17. POSIT preparing, adjusting general public Sepublic Se	duties numerated above. FION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomming revice for the incumbent of this position.) Envice Administrator 37015-25-48-210-00-01 arvice Administrator 37015-25-48-220-10-01 arvice Administrator 37015-25-48-240-00-01 arvice Administrator 37015-25-48-245-00-01 arvice Administrator 37015-25-48-260-00-01	for assigning and reviewing work, ending and imposing disciplinary action an
17. POSIT preparing, adjusting general section of the property	duties numerated above. FION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomming grievances for the incumbent of this position.) ervice Administrator 37015-25-48-210-00-01 arvice Administrator 37015-25-48-220-10-01 arvice Administrator 37015-25-48-240-00-01 arvice Administrator 37015-25-48-245-00-01 arvice Administrator 37015-25-48-260-00-01 arvice Administrator 37015-25-48-260-00-01 arvice Administrator 37015-25-48-270-00-01	for assigning and reviewing work, ending and imposing disciplinary action an
17. POSIT preparing, adjusting of Public Se	duties numerated above. FION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible conducting and signing performance evaluations; effectively recomming grievances for the incumbent of this position.) Envice Administrator 37015-25-48-210-00-01 arvice Administrator 37015-25-48-220-00-01 arvice Administrator 37015-25-48-240-00-01 arvice Administrator 37015-25-48-240-00-01 arvice Administrator 37015-25-48-260-00-01 arvice Administrator 37015-25-48-270-00-01 arvice Administrator 37015-25-48-270-00-01 arvice Administrator 37015-25-48-270-00-01 arvice Administrator 37015-25-48-280-00-01	for assigning and reviewing work, ending and imposing disciplinary action an
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18. CHECK THE APPROPRIATE B		
NOTE: Supervisory or lead worked percentage(s) allotted. If a box we subordinate incumbents or author	as checked above, list position titl	ed in a detailed duty statement(s) with a time e, position number, and number of
Position Title	Position Number	No. of Incumbents or Funded Vacancies
OPTIONS OF SKILLS AND ABILITIE PHRASE "SAME AS SPECIFICATION	ES AND LICENSURE OR CERTIFICA	R CERTIFICATION NECESSARY FOR THE IOTE: SINCE THERE ARE NOW SEVERAL ATION IDENTIFIED ON STANDARDS, THE
Specialist Trainee program.	epartment of Revenue experience ak and write Spanish at a colloqui	the Revenue Tax Specialist Trainee program e, including completion of the Revenue Tax al skill level in carrying out position duties in
Preferred Qualifications (In Order 1.	of Significance)	
20. CONDITIONS OF EMPLOYMEN	Г	
Requires the ability to succe Requires ability to lift and centers.	cessfully complete a tax compliand	ce and fingerprint-based background check.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.

The Illinois Department of Revenue is seeking to hire Revenue Tax Specialist's for the Springfield Collections Enforcement Division. These positions will receive supervised instruction and on-the-job training in the performance of all phases of the manual and automated collection process, account adjustment and billing, taxpayer registration, and taxpayer information. These positions will accept and complete assignments of increasing difficulty for the purpose of gaining experience and developing skills to collect delinquent tax liabilities and returns, interprets tax laws, assist taxpayers by telephone and in person, adjust accounts, register taxpayers, compute penalty and interest, and other routine and recurring functions relative to tax collecting and processing work assignments.

The benefits of working at Department of Revenue include a 37 ½ hour work week, a generous salary and benefits package (paid time off for vacation, sick, or personal leave, twelve holidays) pension and other retirement benefits, tuition reimbursement, and insurance eligibility on day one (medical, dental, vision, and life).

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Illinois Department of Revenue (IDOR) administers Illinois tax laws and collects taxes in a fair, consistent, and efficient manner to provide accurate, timely, and reliable funding and information to state and local constituents. By using best practices, IDOR strives to continuously innovate and increase accuracy, efficiency, and productivity in all areas of operations and tax administration, thereby earning respect, delivering value, and being a trusted source of information.

IDOR is a professional-minded governmental entity that values its employees and invests in their success through training and engagement. IDOR values diversity, both culturally and professionally, and believes it can foster a more productive work environment best suited for serving the citizens and taxpayers of Illinois.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
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Revenue 10. SECTION Existing Position New/Revised Position BOA Support 14. WORK LOCATION Existing Position Cook % OF TIME 16. Un coi Re wri tax inv acc det iiat anc rep anc pro enf tax spe 25% 1.	v				1	COCKIT	AUIH.	 	USE
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Cook % OF TIME Un cool Re wri tax inv acc det liab anc rep anc pro enf tax spe 25% 1.					I □ MC0	27 ADDITI	ONAL IDE	ENTICAL O	HANGE
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col Re wri tax inv acc det liab and rep and pro enf tax spe	COMPLETE OFF	RC062		N		JU LATER	AL REALL	OCATION	1
col Re wri tax inv acc det liab and rep and pro enf tax spe	COMPLETE, CURRI	ENT AND ACCURATE STATEMENT On, serves as an advanced special drainistered by the Department	IT OF PO	DITION	ENTIAL	FUNCTI	ONS		
	counts referred to the termine and perform bilities and non-filed decomputes interest presentatives provided to recommend various testimony on beforcement programs payer cases in Generial reports; participally participally participally participally participally perfects and appropried and programs involving collection action to e.g., bank levy, lice analyzes, determing from other state agreement programs involving collection action to e.g., bank levy, lice analyzes, determing from other state agreement in the state agreement and appropried to the state and	Chicago Division; performs in-de- nd analysis of the most complex ne various enforcement program n the appropriate collection or en- returns; analyzes the mainfram t on all types of taxes for collecti- ing information in technical or la rious courses of action; schedul- behalf of the department; control s; provides technical assistance and an in related PC systems; c ipates in special project assignn and analyzes problematic, com- counts assigned to the GenTax of the various taxes administered anse revocation, etc.; verify taxp nes, and documents adjustments gencies to resolve and/or amend la sales stop orders and files bar oves 60-day referrals; compiles a rts; reviews the Bankruptcy repo- umentation weighing up to 25 po- fic enforcement actions; access res and prints remittance proces are account period; re-schedules	e tax system of the compiles and accompiles and accompiles and accompiles are taxpa ayer finates require and prepart; perferently and prepart and pre	re and prior ertain the sent actions stems; dete ses; conferdepending ppears as a conitors quallevel staff; and prepartricipates in thical, sens counts refer Department are suspensions, and ares Suspensions and prepartricipates in the second sens are suspensions and sens are suspensions are suspensions and sens are suspensions and sens are suspensions are suspe	ity in-stratus of to securification to securification tale a witnes ditty contracted from the determination value of the contracted from the contr	ate and the according payments to tall axpayers in hear of withings, analyticated from the management of the management	out-of-sount, and accounts and the edge of rings on a specific programmer of the edge of the edge of a specific programmer of the edge of	state tax nd to past due nt balar heir taxpay r in cou fic id collect monthly ams. ty in-state ment appropriance ment petition al carries counts	er or to cts y and ate or ate or ate or s; erred or s; tubs being
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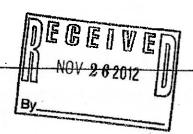
6. (CONTINUE				
% OF TIME 15%	person with taxpayers, missing returns; provid or complaints dealing v issues, court decisions attends conferences w	nic foreign language translator, co their representatives and/or other les technical assistance or guidan with complex or sensitive tax issue s, tax laws and the Agency's positi with taxpayers located in-state and	to make demand to page in preparing tax returns tax laws, rules and regonwith respect to the accuracy-state.	s or resolving inquiries julations; explains sount. Sets up and
15%	line information to detergarding the taxpayer asset or secondary information the status of the case; taken; such as phone action, i.e., collect in forequired, e.g., liens, letters a holds, etc.; recompared to the status of the	other PC systems, accesses delingermine the nature of the delinquent or business such as status, locate ormation, previous collection documation, previous collection documation, previous collection documation, previous collection documentation to contact, correspondence, research all, recommend adjustment or suspices, revocations, referrals to outstoods any action taken, using actions financial, asset, secondary or other the provious states.	es and and/or assessman and ownership, any di- nentation, or any transact determine the collection or other collection action ense, etc.; takes enforced agencies, offsets, not codes and/or comment	ents, information ocumented financial, ctions that have changed a action that needs to be in; takes the appropriate ement action as in-renewal of licenses, s. Where necessary,
	taxnaver initiated cont	acts, accesses the case in GenTa	, analyzes the case as c	locumented above;
	determines where the	case is residing and understands the appropriate collection action.	he type of action being t	aken by that location;
17. POSITION performance	TITLE AND NUMBER OF IMMEDIA e evaluations; effectively recommen	ATE SUPERVISOR (Responsible for assignding and imposing disciplinary action and	ing and reviewing work, prepa adjusting grievances for the in	aring, conducting and signing cumbent of this position.)
			WORKING TITLE (IF	ANY)
Public Servic		-01-110-00-01		
18. CHECK THE	APPROPRIATE BOX IF THIS PO	DITION IS A:		,
SUPERVI	SOR OR LEAD WORKE	R		
NOTE: SI	mondeony or load worker resnon	sibilities <u>must</u> be described in a detaile	duty statement(s) with a tir	ne percentage(s) allotted.
		position number, and number of subordin		
	Position Title	Position Number .	No. of Incum	bent or Funded Vacancies
	- Position Title	, some same		
				1 1 1/2 (
<u>.</u>				:
19. SPECIALIZ	(OF THIS POSITION, NOTE: SIN	ILITIES, LICENSURE OR CERTIFICATION NOT THERE ARE NOW SEVERAL OPTION THE PHRASE "SAME AS SPECIFICATION	48 OF SKILLS AND ABILITIE	SO WAR FICEMOOKE OK
Requires a la Specialist Treexperience, Specialist II; filing requires supporting coresearch an principles al information; public relative developing documents; requires abi	Bachelor's degree and sever rainee program and three ye including completion of the requires extensive knowled ments; requires thorough knowled analysis of tax returns and practices; requires extensive knowled ons principles and practices; and implementing training programs extensive knowled illity to gain and maintain sations are requires extensive knowled illity to gain and maintain sations are requires ability to determine the programs are required ability to determine the programs are required as a series of the programs are all the programs are required as a series of the programs are all the programs are	r years supportive tax related explars as a Revenue Tax Specialist Revenue Tax Specialist Revenue Tax Specialist Trainee page of current Illinois and federal tanowledge of forms and documents have knowledge of files, procedural in supporting documents; requires exive knowledge of computer systems of manual and automated office requires extensive knowledge of regrams for technical staff in the regreater of methods and procedures us sfactory working relationships with the regreater of the process of analyzing tax	rience, including completor requires fifteen years agram and three years at laws, rules and regulationals and other related tensive knowledge of tas, as related to the procedules and analysis of tax of the compiling and record the public, other state at tax laws and regulation	of supportive tax related as a Revenue Tax ions and out-of-state tax g of tax returns and materials utilized in their ax accounting theory, ressing of various tax tensive knowledge of a techniques utilized in returns and supporting reding statistical information; and federal agencies, and s; requires ability to detect

16! (CONTIN	UED)	Revenue Tax Specialist III 38573-25-01-110-11-02
% OF TIME		
15%	4.	Provides technical assistance to lower level Revenue Tax Specialists and Revenue Tax Specialist Trainees performing similar but less complicated work; provides on-the-job technical training to new Revenue Tax Specialists and lower level clerical staff in applicable work methods and procedures; performs quality review of processed work of lower level staff; makes recommendations to revise operating procedures when applicable and participates in the development and testing of new procedures, changes in operating systems, correspondence, etc
10%	5.	Recommends various courses of action, including jeopardy and penalty assessments, could determine responsibility and issue penalties, transferring corporate debt to responsible officers, determines extension of time for tax payments, and closing of cases determined to be uncollectable; recommends disposition of cases supported by documented information and evidence.
10%	6.	Participates in staff meetings; assists supervisor in developing new and/or revised operating policies and procedures, staffing requirements, work schedules, etc.; recommending changes in procedure to expedite work flow, etc., and upon approval by management, ensures the implementation thereof. Participates in special project assignments. Compiles and prepares a variety of weekly, monthly and special reports of work processed and pending. Compiles the monthly Unit report.
05%		Coordinates the maintenance and operation of enforcement programs and the specific software that controls its operation; trains users on technical system features; monitors and evaluates the performance of the system.
05%	8.	Performs other duties as required or assigned, which are reasonably within the scope of duties enumerated above.
		그 사람들이 함께 되었다고 하면서 나는 사람들에게 하는 것 같아 없는 것이다.

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DEC 14 2012

A & R SHARED SERVICES CENTER





Illinois Department of

	CENTRAL MANAC	GEMENT SERVICES		
1. POSITION TIT		WORKING TITLE (IF ANY)	Position Tille Option Code	2. POSITION NUMBER
Existing Position		DEC 1 4 2012	Option Gods	38573-25-01-100-99-04
New/Revised Position				36373-20-01-100-99-04
Revenue Tax	Specialist III	A&R SHARED 03	СН	38573-25-01-120-11-02
3. AGENCY	Opoolanst III	4. BUREAU BIVISIONENTER		5, EXMT 6, WORK 7, A/1 8, AUDIT 9, OFFI CODE COUNTY AUTH. USE
Existing Position				335.
			:	
New/Revised Position				0 040 V D
Revenue		Board of Appeals Office		0 016 Y R
10, SECTION Existing Position		r), ONG		
				11/01/12
New/Revised Position				
Problems Res				MA021 ESTABLISH
14. WORK LOCA	TION	15. BARGAINING/TERM CODE	Rulan	☐ MC022 EXEMPT CODE CHANGE MC024 POSITION NUMBER CHANGE
Fulling Floridge		· · · · · · · · · · · · · · · · · · ·	Exempt	MC026 CLARIFY MC027 ADDITIONAL IDENTICAL CHANG MC027 ADDITIONAL IDENTICAL CHANG
Existing Position	•		ļ	MC028 WORK COUNTY CHANGE
New/Revised Position				☐ MD021 ABOLISH ☐ MC149 DOWNWARD REALLOCATION
Cook	•	RC062	N	MC150 LATERAL REALLOCATION
% OF TIME	16 COMPLETE CURR	ENT AND ACCURATE STATEMENT OF PO		SENTIAL FUNCTIONS
70 - 71	Under general direction	, as an advanced technical specialist, indepe uments, taxpayer correspondence, manual a	endently res	earches and analyzes all types of tax
	Disclosure accounts; di detailed current informa to taxpayers or their rep communicates and as r correspondence, teleph additional supporting de procedural problems er	ner sources internal as well as external to the rafts recommendations and issues letters of afts recommendations and issues letters of ation regarding highly technical tax problems presentatives unable to resolve a pending processary, translates into Chinese, for individuone and personal contact with taxpayers, accuments or in order to inform them of finding accountered; attends professional accounting r level staff; participates in special project as	relief for smanter via telephoroblem through duals who can countants, and gs; advises association	all Board cases. Responds and provident, correspondence or personal contact ghregular Departmental channels; annot speak English, via attorneys and other in order to obtain supervisor of specific processing and/or meetings; provides technical guidance
20%	records to determing result of referrals in Office, members on referral, communicated and others in order information, guidan officials and others	and/or sensitive tax returns, claims, support ne mathematical, technical and legal accurant the form of telephone inquiries, correspond the General Assembly or other sources interested in the General Assembly or other sources interested in a correspondence, telephone and per to obtain additional supporting documents once, advice and assistance to taxpayers, the swho have been unable to resolve a pending inese for those individuals who cannot speal aw and approval.	cy of all type dence and premal as well rsonal conta or in order to ir representa problem th	es of tax documents processed as a ersonal contact from the Director's las external to the Department; upon lot with taxpayers, accountants, attorne o inform them of findings; provides ative, tax practitioners, attorneys, public prough regular Departmental channels.
20%	and accounts; req including central fi reference manuals of the law to resol- implementation of language in order	earches and analyzes highly complex and of uires the ability to lift and carry up to 25 pour les, computer files, printouts, microfilm, audits, rulings, Sunshine Act, court decisions and ve discrepancies and initiate corrective actions solutions; responds to taxpayers inquiries exto promote good rapport with the public.	nds. Reseau t files, variou operating p n; monitors xplaining pro ception to en	rches records maintained by the Agend us tax laws, Federal tax laws, regulation rocedures to ascertain proper applicati corrective action to ensure prompt oblems, law and resolution in layman's nd; drafts recommendations and issues
DIRECTOR OF C	from these Board	orders. NOV 9 6 2012	GENCY HEAD	·
Ma	Kalf	10	Kana	Xlarger 11/201
CMS-104 (Rev. 10/94)	H. 401-0194	By	JUNGOV	and the called demand

16. (CONTINU	ED)		- N
% OF TIME 15%	been unable to effective demanding immediate the frustration of the hope department policy, pro-	solial contact to taxpayers or their reprively and timely communicate with the De response to urgent problems due to the patile or irate taxpayer; information may	g highly technical tax problems via telephone, esentatives demanding immediate response who have epartment through normal channels and are e complexity of the account, sensitivity of the issue, or include a computerized spreadsheet, explanation of nature of math error or notice of deficiency, and
10%			ears before other members of the Department and/or to supervisory and management personnel regarding ms special technical tax projects as assigned by
05%		lance and assistance to lower level staf situations, advising on pertinent portions ain proper application of tax laws.	ff by explaining or clarifying tax laws, rules, regulations s of regulatory and reference materials for precedents,
05%	control records to centre preparing management headcount report and fo	al timekeeping's computer printout corrit terports on leave/dockage and authorizonwards to management; calculates and	olution staff, maintains timekeeping activities for staff directly into the CTAS timekeeping system, balancing recting any discrepancies found, compiling and zed leave/compensatory time. Prepares weekly directions staffs individual accrued available time.
05%	Performs other duties a	s required or assigned, which are reason	onably within the scope of duties enumerated above.
17. POSITION TI performance	TLE AND NUMBER OF IMMEDIA evaluations; effectively recomme	ATE SUPERVISOR (Responsible for assign and imposing disciplinary action and imposing disciplinary action and in	ning and reviewing work, preparing, conducting and signing adjusting grievances for the incumbent of this position.)
Public Service		•	WORKING TITLE (IF ANY)
18. CHECK THE	AUDINISTRATOR 37015-25 APPROPRIATE BOX IF THIS PC	-01-120-00-01 DSITION IS A:	
SUPERVI			
• • :			
If a box was	checked above, list position title,	position number, and number of subordinate	duty statement(s) with a time percentage(s) allotted. e incumbents or authorized funded headcount:
	Position Title		
	- Obligation 1980	Position Number	No, of Incumbent or Funded Vacancies
<u> </u>			
CERTIFICATION I	DENTIFIED ON STANDARDS, T	ME PHPASE "SAME AS SOCOMOLATION	NECESSARY FOR THE SUCCESSFUL PERFORMANCE S OF SKILLS AND ABILITIES AND LICENSURE OR " CAN NO LONGER BE USED.
Specialist Traine including comple knowledge of cur knowledge of for files, procedural requires extensivutilized to process used in compiling requires extensive during the compiling requires extensive compiling the compiling t	e Program and three years as the Program and three years as the Program and three years as the Program and federal tax lay me and documents utilized in manuals and other related may be knowledge of tax accountings the various tax transactions of and recording statistical inforce knowledge of public relations.	ven years supportive tax-related experises a Revenue Tax Specialist II, or requiricalist Trainee Program and three years was, rules and regulations, and out-of-sist the processing of tax returns and suppaterials utilized in their research and any theory, principles, and practices; requires and tax-related information; requires commation; requires extensive knowledgens principles and practices; requires abornation; requires and practices; requires abornation; requires and practices; requires and practices.	lence, including completion of the Revenue Tax res fifteen years supportive tax-related experience, is as a Revenue Tax Specialist II; requires extensive state tax filing requirements; requires thorough conting documents; requires thorough knowledge of nalysis of tax returns and supporting documents; pulses extensive knowledge of the computer systems extensive knowledge of methods and procedures extensive knowledge of methods and procedures of manual and automated office equipment; chility to detect computational, legal, or technical errors ability to gain and maintain satisfactory working automated corrective action within broad guidelines yito converse & communicate in a clear and concise Requires ability to speak and write Chinese at a land carry up to 25 pounds.

CMS

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

POSITION DESCRIPTION

1. POSITION TITLE WORKING TITLE (IF ANY) Barry Code Code Code Code Code Code Code Code	
Revenue Collection Officer III 29 \$\$ 38403-25-48-530- 3. AGENCY 4. BUREAU/ DIVISION 5. EXMT 6. WORK 7. AV Existing Position Field Compliance Division	B,AUDIT 9. OFFICE
Revenue Collection Officer III 29 \$\$ 38403-25-48-530- 3. AGENCY 4. BUREAU/ DIVISION 5. EXMT 6. WORK 7. AV Existing Position Field Compliance Division	B,AUDIT 9. OFFICE
3. AGENCY 4. BUREAU/ DIVISION 5. EXMIT 6. WORK 7. AV COUNTY 7. AV CO	B,AUDIT 9. OFFICE
Existing Position Field Compliance Division	51FL 03G
Field Compliance Division	
Revenue Collections it lets Compilation District.	2 R A A STREET AND
10. SECTION 11. UNIT	
Region #4 District #2	08/01/2020
NewRevised Position	
District #2	
14. WORK LOCATION 15. BARGAINING/TERM CODE Ruten MC022 EXEMPTO	NUMBER CHANGE
Exampt N MC026 CLARIFY	AL IDENTICAL CHANGE
Existing Position MC028 WORK COL	JNTY CHANGE
☐ MD021 ABCLISH☐ MC149 DOWNWAF	RD REALLOCATION
NewRevised Position DATERALF	REALLOCATION
COOK COURTY EINCTION	VS
Library direction, as a conjugate collection officer with responsibility for an assigned Distric	A Cilice, serves
leas decimated officer in charge of the Retailers' Occupation 18x KeVocation Flugiani and	1 ODIZUIC
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l antique en effect in charge during large special events (equiliting trailing and unit	SCHOLL OF IGHT
I there applications in phonoco of curporison or of supervisor's regulest, reviews, applicated or of	TIME TO A CO HOLD
i collectore progress affends and narticipates in Histrict and Regional Office (fice in 1991 Collection)	COLO; I G FIGTIO
and/or participates in field tax collection assignments to English and Spanish speaking taxpa specific geographic area and assists in resolving backlogs in other geographic areas; assis	ts supervisor with
specific geographic area and assists in resolving backlogs in other geographic area and assists in resolving backlogs in other geographic area and assists in resolving backlogs in other geographic area and assists in resolving backlogs in other geographic area and assists in resolving backlogs in other geographic area and assists in resolving backlogs in other geographic area and assists in resolving backlogs in other geographic area and assists in resolving backlogs in other geographic area.	
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1. Serves as designated officer in charge of the Retailers' Occupation Tax Revocation Pr	ogram. Prepares
and some ten day letters of demand indices of hearing and notice of decision, ovince	adies tourismes
The section and divide evictor factionary at heatings. Recommends appropriate	(C COUISOS OI
action if the taxpayer has not been brought into compliance. Travels to taxpayer's place	(C 0) (Juon 1000 10
serve compliance documents.	
15% 2. Serves as designated officer in charge of the Seizure Program. Prepares and serves t	en day letters of
I demand for linear college and released of tay lights and select property were	Haliph Mich abannon
Tenuela to toyonayara blogge to senie touchus cuto.	LACOURST FOLION WIN
appropriate course of action if the spizure fails to satisfy the assessed liability. Gui voa	as maison ontoo
hetween the Department of Revenue and the local sherill's bilice. Cooldinates seizure	\$5 Will the minors
State Police and liquidator of seized property to verify that the sale is accomplished.	
15% 3. Conducts special investigations of a sensitive nature, e.g. governmental officials believed	ved to be
delinguant in tay monies award the state or special regulesis from fligher level manage	1116111
necognitating detailed reports of procedures followed or conclusions so the Departme	UCS INTORNUS WAR NOT
be repudiated. Travels to taxpayer's business for the collection of delinquent taxes, se	ecuring delinquent
tax returns and determining taxpayer compliance to various tax laws.	
DIRECTOR OF CMS SIGNATURE IMMEDIATE SUPERVISOR SIGNATURE AGENCY HEAD SIGNATURE	DATE
39 AUG 0 5 2020	8/4/2020
	/
CMS-104 (Rev. 10/94) IL 401-0794 Shuldaret	*
D. Sheed 9/18/20 Shedapet 3	

16. (CONTINU	ED)								
% OF TIME		TAND ACCURATE STATEMENT OF	POSITION ESSENTIAL FUNCTIONS						
	THE STATE OF THE PARTY OF THE P	THE ACCOUNTE STATEMENT OF	FOSITION ESSENTIAL FUNCTIONS						
15%	4. Serves as training officer for lower level collectors; participates in on the job training programs designed to provide lower level collectors with instructions on tax laws, agency rules and regulations, report preparation, work procedures and methods and collection techniques. As part of the training program, conducts on-site collection assignments in order to provide new collectors with work experience in applying the skills and knowledge's acquired during the classroom training period. Monitors the training and progress of new employees and frequently provides advice and assistance on the successful completion of assignments. Provides input in evaluating new employees during and at the completion of their training period. Serves as officer in charge during large special events requiring training and direction of lower level collectors.								
10%	amount of money col accuracy of final pays disapproves final rep- clear to supervisor, a would be futile or cos collectors and advise reports. In absence o information, e.g., mile	In absence of supervisor, or at supervisors request, reviews, approves or disapproves field collectors progress; reviews progress and final collection reports for completeness and adequacy of data, e.g., to amount of money collected is correct, supporting documents and evidence are consistent and complete accuracy of final payment plans, recommended disposition of cases are in good order, etc. Approves of disapproves final reports and/or forwards questionable cases wherein the disposition of case may not to clear to supervisor, and forwards all recommendations for closing of cases when further collection active would be futile or costly to the Department to supervisor for final decision. Confers with lower level collectors and advises them of errors made and recommends the proper course of action to correct reports. In absence of supervisor, or at supervisor's request, review daily field reports for accuracy of information, e.g., mileage, meals, lodging, parking fees, etc. Approves daily field reports before vouche for reimbursements are prepared.							
10%	6. Attends and participates in District and Regional Office meetings; assists in planning, developing and implementing new or revised methods, procedures, standards, and techniques; apprises District Office staff of new or revised statutes and other programs mandated by legislature; identifies training needs of field staff and participates in formal training programs.								
17. POSITION T performance	ITLE AND NUMBER OF IMMEDIA evaluations; effectively recommen	ATE SUPERVISOR (Responsible for assignation and imposing disciplinary action act	ning and reviewing work, preparing, conducting and signing adjusting grievances for the incumbent of this position.)						
			WORKING TITLE (IF ANY)						
Public Service	Administrator	37015-25-48-530-00-01							
18. CHECK THE	APPROPRIATE BOX IF THIS PO								
		SITION IS A:							
☐ SUPERV	ISOR OR 🔲 LEAD WORK	ER							
NOTE: Sup	ervisory or lead worker respons	sibilities must be described in a detailed	duty statement(s) with a time percentage(s) allotted.						
If a box was	checked above, list position title, p	position number, and number of subordinal	e incumbents or authorized funded headcount:						
	Position Title	Position Number							
As Collection	Officer in Charge:	r oamon rannings	No. of Incumbent or Funded Vacancies						
Revenue Collection Officer Trainee		38405-25-48-530-10-02							
Revenue Collection Officer I		38401-25-48-530-10-02	2						
Revenue Collection Officer II		38402-25-48-530-10-02	2 2						
CERTIFICAT	ION IDENTIFIED ON STANDAR	OS, THE PHRASE "SAME AS SPECIFICA	ECESSARY FOR THE SUCCESSFUL PERFORMANCE OF IS OF SKILLS AND ABILITIES AND LICENSURE OR ITION" CAN NO LONGER BE USED.						
experience in the	ledge, skill and mental devel he delinguent tax collection fi	opment equivalent to completion of t	our years of college and four of years professional e as a Revenue Collection Officer II. Requires and other legal opinions applicable to the collection						

Requires knowledge, skill and mental development equivalent to completion of four years of college and four of years professional experience in the delinquent tax collection field including two years of experience as a Revenue Collection Officer II. Requires horough knowledge of various tax laws, rules and regulations, court decisions and other legal opinions applicable to the collection program. Requires horough knowledge of tax collection methods and techniques. Requires horough knowledge of accounting practices, methods, and procedures. Requires extended of administrative techniques and practices utilized in staff management and organization. Requires ability to independently conduct collection assignments, exercising sound judgment and discretion in analyzing and evaluating facts and evidence. Requires ability to apply tax laws, rules and regulations appropriate to collection situations. Requires a valid driver's license and/or the ability to travel, often keeping irregular hours in the conduct of collection activities. Requires the ability to read and speak Spanish at a colloquial level.

(CONTINU	ED) 16.	Revenue COMPLET	Collection E. CURRE	Officer II	ACCU		403-25-48 TATEMEI			ESSENT	IAL FUN	ICTIONS		·	
10%	7.		s, reviews within a sersonal caemotional at taxes w use of ac filed tax r amusemoures, weig	and/or specific alls in h distress then the dditional eturns f ent devi gh statio	particip geogra igh risk s, and l lower lower person rom co ices for	pates in aphic ar areas recalcition to the control of the control is a reporation courren	field tax ea and a on taxpa rant tax e ollector is warrante- ons, parte t license	collectic lesists in yers who evaders; unable d, e.g., p nerships s, etc. P	n assign resolving are anti- collects to collect performing and indivarticipate	ments t g backle agonisti and ass ; serves g withhe vidual ta s in hig	o Englis ogs in o c, poter ists oth as as par olding ta expayer or profile	h and Sether geometrially date of a compart and its set of a compart and its set of a complete complet	panish s graphic ingerou n collection s when cting co ance pr	c area es, und eting team unabl in ocedu	e to
05%	8.	In absend conducts procedur reports.	snecial s	tudies r	of opera	ations a	nd comp	iles and	prepares	s recom	mendat	ions tor	cnange	s in	stical
05%	9.	Performs above.	other du	ties as r	require	d or ass	signed w	hich are	reasonai	oly with	n the so	cope of	duties e	nume	erate
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