



# City of Tempe

## TAX & LICENSE SPECIALIST II+

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	171	<i>Department:</i>	Financial Services
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Tax Auditor II+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

DISTINGUISHING CHARACTERISTICS
The Tax and License Specialist II+ is the full journey level class within the series. Employees within this class are distinguished from the Tax and License Specialist I+ by the performance of the full range of duties as assigned including more complex work assignments. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in these classes are flexibly staffed. Appointment to the Tax and License Specialist II+ level requires that the employee is satisfactorily performing the full range of duties assigned to the II level class and meets the minimum requirements for the class.

REPORTING RELATIONSHIPS
Receives general supervision from supervisory or management staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Two (2) years of experience in licensing compliance, tax compliance, and/or tax revenue collection experience, including public contact.
<i>Education:</i>	Equivalent to an associate degree from an accredited college or university.
<i>License / Certification:</i>	Possession of a valid driver's license.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City's stated mission and values. To perform a variety of office and field activities working with the Arizona Department of Revenue (ADOR) and other state jurisdictions and agencies to ensure tax and license compliance and to ensure compliance with all city codes.

OTHER DUTIES AS ASSIGNED
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Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Communicate by phone, email, US Mail, or in-person with the general public, other City employees, management, taxpayers and licensees to respond to questions, obtain and provide information, and explain and interpret rules, regulations, statute, city code, and policies.
- Review business listing as is available and other source documents for compliance with City ordinances; research payment histories of active and inactive accounts and establish accuracy of account balances.
- Refer under-reported and unreported Transaction Privilege Tax businesses to appropriate staff.
- Report payments taken outside of online licensing application such as checks, credit cards or cash.
- Refer all lien requests, bankruptcy or debt-setoff items to appropriate staff.
- Refer complex accounts regarding Transaction Privilege Tax to appropriate staff.
- Process liquor license applications and payments.
- Process regulatory license applications and payments.
- Assist with Short-Term Rental applications and payments as needed.
- Post and remove Arizona notices of Department of Liquor License Control applications for liquor licenses in this City; investigate changes in liquor license status; assist in application processing; and gather information for prosecution of liquor law violations.
- Attend special events meetings to coordinate the licensing of vendors.
- Process new Short-Term Rental License applications.
- Perform searches and analyses of data to ensure that rental property information is properly updated.
- Follow up on referrals from all sources (citizens, neighborhood associations, City Hall, Code Enforcement, Housing, other jurisdictions). Log and track all complaints received regarding licensed and unlicensed short-term rental properties. Assist with liquor license and regulatory license applications and payments as requested by management.
- Monitor records of tax payments based on city and ADOR data.
- Research and review a variety of source documents and data provided by ADOR to identify and license unlicensed business operators within the city and unreported privilege tax liabilities.
- Complete audit billings including desk reviews, estimated assessments, and Notices of Proposed Assessments in collaboration with ADOR.
- Prepare and maintain a variety of statistical reports on research, collections, inspections, licensing, field and office activities; analyze reporting trends for collection determination in collaboration with ADOR and other jurisdictions and audit referrals.
- Contact taxpayers for collection of taxes and license fees in collaboration with ADOR as permitted by law; follow up on payment plans as established by ADOR.
- Provide collections activity on assessed accounts as approved by ADOR Collections.
- Perform related duties as assigned.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

#### **JOB DESCRIPTION HISTORY**

*Effective May 2003 (Combine Revenue Collector & License Inspector classifications)*  
*Revised February 2011 (Driver's license requirement)*  
*Revised May 2018 (job titled changed from Revenue Compl. Officer II, update min quals and job duties)*  
*Revised February 2024 (update min quals and job duties)*

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

**Job Title: Tax & License Specialist II+**

**Job Code: 171**

	Never	Occas.	Freq.	Contin.
ENDURANCE / ENVIRONMENT / MOVEMENT	0% of time	1-35% of time	36-65% of time	66-100% of time
Sit				X
Stationary / Stand		X		
Move / Traverse	X			
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*	X			
Respirator*	X			
Airborne Chemical Exposure	X			
Airborne Biological Exposure	X			
Computer Software				X
Physically handling of chemicals	X			
Indoors				X
Outdoors	X			
Around, in or on water	X			
Extreme Heat	X			
Extreme Cold	X			
Office Setting				X
Confined Spaces	X			
Excessive Noise**	X			
Heights	X			
Sewage Exposure	X			
Bodily Fluid or bloodborne pathogen exposure	X			
Bend / Stoop / Twist	X			
Crouch / Squat	X			
Kneel / Crawl	X			
Above Shoulder Level	X			
Below Shoulder Level	X			
Repetitive Arm Use				X
Repetitive Wrist Use				X
Repetitive Hand Use				X
Climb Stairs / Ladders	X			
Neck Range of Motion	X			
Traverse Uneven Surface	X			
Traverse Even Surface	X			

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

VISION REQUIREMENTS	YES	NO
<b>Close</b> (clear vision at 20 inches or less)	X	
<b>Distance</b> (clear vision at 20 feet or more)		X
<b>Color</b> (ability to identify and distinguish colors)		X
<b>Depth Perception</b> (three-dimensional vision, ability to judge distances and		X
<b>Peripheral</b> (ability to observe an area that can be seen up and down or to the		X
<b>Ability to adjust focus</b> (ability to adjust the eye to bring an object into sharp focus)		X

Maximum LIFT / CARRY	Lift	Carry	Maximum PUSH / PULL	Push	Pull
5-25lbs	X	X	5-25lbs	N/A	N/A
26-50lbs			26-50lbs		
51-75lbs			51-75lbs		
76-100lbs			76-100lbs		

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.
- May work alone for extended periods of time.
- Ability to handle multiple tasks with changing priorities and new information.

*DEFINITIONS/EXAMPLES
<b>Machinery:</b> bucket truck, riding mowers, backhoe etc.
<b>Electrical:</b> wiring, outlets, fuses etc.
<b>Power Tools:</b> push mowers, jackhammers, drills, chainsaw etc.
<b>Hand Tools:</b> hammers, wrenches, shovels, wheel barrels, saws etc.
<b>Personal Protective Equipment:</b> Tyvek coveralls, hard hats, fall protection harness etc.
<b>Excessive Noise</b> exists when you raise your voice to communicate with someone who is 3 ft away.
<b>Respirators:</b> 1/2 face or full-face cartridge.
<b>Hepatitis A and Hepatitis B</b> vaccinations are offered to employees in the OSHA bloodborne pathogens

**\*\*Hearing test is required**