



# City of Tempe

## SENIOR TAX & LICENSE SPECIALIST

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	586	<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>	Sr. Tax Auditor+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No

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

DISTINGUISHING CHARACTERISTICS
Employees within this class are distinguished from the Tax & License Specialist II+ by the performance of the full range of duties as assigned including more complex work assignments and acts as a lead to other Tax and License Specialists. 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. Appointment to the Sr. Tax and License Specialist requires that the employee meets the minimum requirements for the class.

REPORTING RELATIONSHIPS
Receives general supervision from supervisory or management staff. Provides functional and technical direction to lower level staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three (3) years of experience in licensing compliance, tax compliance, and/or tax revenue collection experience, including public contact.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university related to the core functions of this position.
<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 exercising discretion and independent judgment including acting as lead to other Tax Specialists and 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 Tempe city codes.

## OTHER DUTIES AS ASSIGNED

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.
- Refer complex accounts regarding Transaction Privilege Tax to appropriate staff.
- 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.
- 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.
- Review Liquor License renewals.
- Attend special events meetings to coordinate the licensing of vendors.
- 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.
- 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.
- Conduct limited scope desk audits including notice of proposed assessments and estimated assessments.
- Monitor records of tax payments based on city and ADOR data.
- Provide research, assistance, training and work direction to other Tax & License staff.
- Assist auditors with compliance and collection of their audits and desk audits.
- Work with counterparts in other jurisdictions to facilitate taxpayer compliance, exchange information related to best business practices.
- Assist in the development of internal reporting.
- 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.
- Generate notices and letters regarding delinquencies and deficiencies in payment; file tax liens or claims with bankruptcy court for outstanding balances; debt set-off; act on business and

personal information for the preparation, filing, and monitoring of bankruptcy claims, 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.
- Conduct nationwide skip tracing to locate delinquent tax accounts as needed and in collaboration with ADOR; assist ADOR with skip tracing and revenue collection activities as permitted by law.
- Coordinate licensing activities with audit activities and with the City Attorney's office; research and identify possible underreporting of taxes for referral to Tax Audit for issuance of formal audits; investigate business activity for audit or assessment purposes.
- Respond to requests for information from the public.
- Perform related duties as assigned.

## COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
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

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective June 2020*

*Revised January 2021 (Change from Non-Exempt to Exempt, update license, job duties, and physical activities)*

*Revised May 2022 (update market group)*

*Revised February 2024 (update min quals and job duties)*

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

**Job Title: Sr. Tax & License Specialsit**

**Job Code: 586**

	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:
<ul style="list-style-type: none"> <li>- May require working extended hours.</li> <li>- May work alone for extended periods of time.</li> <li>- Ability to handle multiple tasks with changing priorities and new information.</li> </ul>

*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**