

City of Tempe

SENIOR TAX & LICENSE SPECIALIST

JOB CLASSIFICATION INFORMATION							
Job Code:	586	Department:	Financial Services				
Supervision Level:	Non-Supervisor	State Retirement Group:	ASRS				
Status:	Classified	Market Group:	Sr. Tax Auditor+				
Safety Sensitive / Drug	No	Dhucical	No				
Screen:	No	Physical:					
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

Experience:	Three (3) years of experience in licensing compliance, tax compliance, and/or
	tax revenue collection experience, including public contact.
Education:	Equivalent to a bachelor's degree from an accredited college or university
	related to the core functions of this position.
License / Certification:	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

ENDURANCE / ENVIRONMENT 0% of 3-35% of 66-200% Will this position drive a City vehicle? X Site ////////////////////////////////////		Never	Occas.	Freq.	Contin.		VEHICLE	OPERATION	I	YES	NO
MOVEMENT time <td>ENDURANCE / ENVIRONMENT /</td> <td>0% of</td> <td>1-35% of</td> <td>36-65% of</td> <td>66-100%</td> <td colspan="2">Will this position drive a City vehicle?</td> <td>v</td> <td></td>	ENDURANCE / ENVIRONMENT /	0% of	1-35% of	36-65% of	66-100%	Will this position drive a City vehicle?		v			
Stationary / Stand X Move / Traverse X Move / Traverse X Bittinery* X Electrical* X Distance (clear vision at 20 inches or less) X Distance (clear vision at 20 inches or less) X Distance (clear vision at 20 inches or less) X Distance (clear vision at 20 inches or less) X Power Tools* X Hand Tools* X Personal Protective Equipment* X Alrborne Chemical Exposure X Alrborne Chemical Exposure X Computer Software X Physically handling of chemicals X Autodors X Autodors X Extreme Heat X Autodors X Maximum USH / Pull Pull Pull No Starting X Confined Spaces X Makimum Lift / Crawl X Bedif Stapo / Twist X Above Shoulder Level X Above Shoulder Level X	MOVEMENT	time	time	time	of time	will this position drive a city vehicle?			^		
Move / Traverse X Vision REQUIREMENTS VES NO Machinery* X Close (clear vision at 20 inches on res) X X Power Tools* X Distance (clear vision at 20 inches on res) X X Power Tools* X Color (ability to identify and distinguish colors) X X Personal Protective Equipment* X Color (ability to adjust foce (an one) X X Personal Protective Equipment* X Color (ability to adjust foces (ability to adjust the eye to bring an object into sharp Jacks and	Sit				Х	Will this vehicle	e require a	o Commercia	l Drivers License?		Х
Machinery* X X Electrical* X Dise (clear vision at 20 inches or less) X Power Tools* X Distance (clear vision at 20 inches or less) X Hand Tools* X Distance (clear vision at 20 inches or less) X Hand Tools* X Depth Perception (three-dimensional vision, ability to judge distances and learnes) X Personal Protective Equipment X Depth Perception (three dimensional vision, ability to adjust the oup and down or to the learnes) X Personal Protective Equipment X Depth Perception (three dimensional vision, ability to adjust the oup and down or to the learnes) X Arborne Blockical Exposure X Difficut output fortware X Computer Software X Depth Perception (three dimensional vision, ability to adjust the oup and observe to the learnes) X Maximum LIFT / CARRY Lift Carry Software X Outdoors X Depth Perception (three dimensional vision, ability to adjust the oup and observe to the learnes) X Externe Heat X Depth Perception (three dimensional vision, ability to adjust the oup and the learnes) N/A Noffice Setting X Depth Perception (three dimensional vision, ability to adjust the oup and observe) Software Bedidy Fluid or bloodborne X <t< td=""><td>Stationary / Stand</td><td></td><td>Х</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	Stationary / Stand		Х								
Electrical* X N X Power Tools* X Color (ability to identify and distinguish colors) X Parsonal Protective Equipment* X Color (ability to identify and distinguish colors) X Personal Protective Equipment* X Color (ability to adjust free et amore) X Respirator* X Color (ability to adjust free et amore) X Airborne Biological Exposure X Color (ability to adjust free et amore) X Computer Software X Color (ability to adjust free et amore) X Physically handling of chemicals X Color (ability to adjust free et amore) Maximum PUSH / PULL Push Arborne Color X X Color (ability to adjust free et amore) Maximum PUSH / PULL Push Contract Software X X Color (ability to adjust free et amore) Maximum PUSH / PULL Push Outdoors X X Color (ability to adjust free et amore) Maximum PUSH / PULL Push Contract Spaces X X Color (ability to adjust free et amore) Maximum PUSH / PULL Push Beid Stoop / Twist X X Color (a	Move / Traverse	Х				VISION REQUIREMENTS			YES	NO	
Power Tools* X Color (ability to identify and distinguish colors) X Hand Tools* X Depth Perception (three dimensional vision, ability to judge distances and in X X Personal Protective Equipment* X Peripheral (ability to abserve on are afthat can be seen up and down or to the into sharp factors) X Respirator* X Peripheral (ability to adjust focus (ability to adjust the eye to bring an object into sharp factors) X Airborne Biological Exposure X Peripheral (ability to adjust focus (ability to adjust the eye to bring an object into sharp factors) X Computer software X Peripheral (ability to adjust focus (ability (ab	Machinery*	Х				Close (clear vision at 20 inch	es or less)			Х	
Hand Tools* X Depth Perception (three-dimensional vision, ability to judge distances and down or to the serie up and down or to the series up and the ser	Electrical*					Distance (clear vision at 20 f	eet or mo	re)			Х
Personal Protective Equipment* X Image: Construct of the construction of the construc	Power Tools*	Х				Color (ability to identify and	distinguis	h colors)			Х
Respirator* X Image: Computer Software X Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus) X Airborne Chemical Exposure X Image: Computer Software X Image: Computer Software X Computer Software X Image: Computer Software X Image: Computer Software X Outdoors X Image: Computer Software X Software Image: Computer Software X Arborne Additions X Image: Computer Software X X X X Outdoors X Image: Computer Software X X X X Z6-Software X Arborne Additions X Image: Computer Software X X Z6-Software Image: Computer Software Image: Computer Softwa	Hand Tools*	Х				Depth Perception (three-dimensional vision, ability to judge distances and			Х		
Airborne Chemical Exposure X Indext Support X Indext Support X Indext Support X Indext Support	Personal Protective Equipment*	Х				Peripheral (ability to observe	e an area t	that can be s	een up and down or to the		Х
Airborne Chemical Exposure X Image: Computer Software X Image: Computer Software X Image: Computer Software X Image: Computer Software Maximum LIFT / CARRY Lift Carry Maximum PUSH / PULL Puls Puls Physically handling of chemicals X X X X X Y Software Y Y Software Y <td< td=""><td>-</td><td></td><td></td><td></td><td></td><td colspan="2">Ability to adjust focus (ability to adjust the eye to bring an object into sharp</td><td></td><td>х</td></td<>	-					Ability to adjust focus (ability to adjust the eye to bring an object into sharp			х		
Computer SoftwareXXMaximum LIFT / CARRYLiftCarryMaximum PUSH / PULLPushPullPhysically handling of chemicalsXXXS251bsXXS251bsXXOutdoorsXXCS251bsXXS251bsXS251bsN/AN/AOutdoorsXS1-751bsSS1-751bsSS1-751bsSSSAround, in or on waterXS1-751bsSSSSSSSExtreme ColdXS251bsXSSS	Airborne Chemical Exposure	Х				focus)					
Physically handling of chemicals X Image: Second seco	Airborne Biological Exposure	Х									
Indoors X X 26-50lbs 26-50lbs 51-75lbs 50 Around, in or on water X X 51-75lbs 5	Computer Software				Х	Maximum LIFT / CARRY	Lift	Carry	Maximum PUSH / PULL	Push	Pull
Outdoors X Starsis	Physically handling of chemicals	Х				5-25lbs	Х	Х	5-25lbs	N/A	N/A
Around, in or on water X 76-100lbs 76-100lbs Extreme Heat X ADDITIONAL CONSIDERATIONS: Extreme Cold X ADDITIONAL CONSIDERATIONS: Office Setting X ADDITIONAL CONSIDERATIONS: Office Setting X Excessive Noise** X Bedily Fluid or bloodborne pathogen exposure X <td< td=""><td>Indoors</td><td></td><td></td><td></td><td>Х</td><td>26-50lbs</td><td></td><td></td><td>26-50lbs</td><td></td><td></td></td<>	Indoors				Х	26-50lbs			26-50lbs		
Extreme Heat X ADDITIONAL CONSIDERATIONS: Extreme Cold X X Office Setting X X Confined Spaces X - Excessive Noise** X - Heights X - Sewage Exposure X - Bodily Fluid or bloodborne pathogen exposure X - Renel / Stoop / Twist X - Kneel / Crawl X - Above Shoulder Level X - Repetitive Arm Use X - Repetitive Wrist Use X - Repetitive Hand Use X - Climb Stairs / Ladders X - Olimb Stairs / Ladders X - Neck Range of Motion X - Traverse Uneven Surface X - Participee Construction X - About Shoulder Level X - Repetitive Arm Use X - Repetitive Brand Use X - Respetitive Hand Use X - <td>Outdoors</td> <td>Х</td> <td></td> <td></td> <td></td> <td>51-75lbs</td> <td></td> <td></td> <td>51-75lbs</td> <td></td> <td></td>	Outdoors	Х				51-75lbs			51-75lbs		
Extreme Cold X ADDITIONAL CONSIDERATIONS: Office Setting X	Around, in or on water	Х				76-100lbs			76-100lbs		
Office Setting X Confined Spaces X Excessive Noise** X Meights X Heights X Sewage Exposure X Bodily Fluid or bloodborne pathogen exposure X Bend / Stoop / Twist X Crouch / Squat 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 Personal Protective Equipment: Typek coveralls, hard has, fall protection harness etc. Personal Protective Range of Motion X Traverse Uneven Surface X	Extreme Heat	Х									
Confined SpacesXImage: Confined SpacesExcessive Noise**XImage: Confined SpacesKeightsXImage: Confined SpacesSewage ExposureXImage: Confined SpacesBodily Fluid or bloodborne pathogen exposureXImage: Confined SpacesBend / Stoop / TwistXImage: Confined SpacesBend / Stoop / TwistXImage: Confined SpacesCrouch / SquatXImage: Confined SpacesKneel / CrawlXImage: Confined SpacesAbove Shoulder LevelXImage: Confined SpacesBelow Shoulder LevelXImage: Confined SpacesRepetitive Arm UseXImage: Confined SpacesRepetitive Hand UseXImage: Confined SpacesRepetitive Hand UseXImage: Confined SpacesRepetitive Hand UseXImage: Confined SpacesNeck Range of MotionXImage: Confine SpacesNeck Range of MotionXImage: Confine SpacesTraverse Uneven SurfaceXImage: Confine SpacesNeck Range of MotionXImage: Confine SpacesNeck Range of MotionXImage: Confine SpacesNeck Range of MotionXImage: Confine SpacesXImage: Confine SpacesXNeck Range of MotionXXImage: Confine SpacesNeck Range of MotionXXImage: Confine SpaceXImage: Confine SpaceNeck Range of MotionXXImage: Confine Spaces<	Extreme Cold	Х				ADDITIONAL CONSIDERATIONS:					
Excessive Noise** X A Heights X A Sewage Exposure X A Bodily Fluid or bloodborne pathogen exposure X A Bend / Stoop / Twist X A Crouch / Squat X A Kneel / Crawl X A Above Shoulder Level X A Below Shoulder Level X A Repetitive Arm Use X A Repetitive Hand Use X A Climb Stairs / Ladders X A Neck Range of Motion X A Traverse Uneven Surface X A	Office Setting				Х	- May require working extended hours.					
HeightsXISewage ExposureXISewage ExposureXIBodily Fluid or bloodborne pathogen exposureXIBend / Stoop / TwistXICrouch / SquatXIKneel / CrawlXIAbove Shoulder LevelXIBelow Shoulder LevelXIRepetitive Arm UseXIRepetitive Wrist UseXIRepetitive Hand UseXIClimb Stairs / LaddersXINeck Range of MotionXITraverse Uneven SurfaceXIRepetitive SurfaceXIRepetitive SurfaceXINeck Range of MotionXIStars / LaddersXIStars / LaddersXStars / LaddersXStars / LaddersXStars / Stars / LaddersXStars / Ladders<	Confined Spaces	Х									
Sewage Exposure X A Bodily Fluid or bloodborne pathogen exposure X Image: Constant of the second seco	Excessive Noise**	Х									
Jewage CxpositeXIBodily Fluid or bloodborne pathogen exposureXIBend / Stoop / TwistXICrouch / SquatXICrouch / SquatXIKneel / CrawlXIAbove Shoulder LevelXIBelow Shoulder LevelXIBelow Shoulder LevelXIRepetitive Arm UseXIRepetitive Wrist UseXXRepetitive Hand UseXXClimb Stairs / LaddersXINeck Range of MotionXITraverse Uneven SurfaceXITraverse Uneven SurfaceXIImage: Construction of the state of the	Heights	Х									
pathogen exposureXIIBend / Stoop / TwistXIIBend / Stoop / TwistXIICrouch / SquatXIIKneel / CrawlXIIAbove Shoulder LevelXIIBelow Shoulder LevelXIIBelow Shoulder LevelXIIRepetitive Arm UseXIIRepetitive Wrist UseXXIRepetitive Hand UseXXIClimb Stairs / LaddersXIINeck Range of MotionXIITraverse Uneven SurfaceXIIResperitore Uneven SurfaceXIIResperitive SurfaceXIIResperitive SurfaceXIIResperitive SurfaceXIIResperitive SurfaceXIIResperitive SurfaceXIIResperitive SurfaceXIIResperitive SurfaceXIIResperitive SurfaceXIIRespirators: 1/2 face or full-face cartridge.I	Sewage Exposure	Х				- Ability to handle multipl	e tasks wi	th changing	priorities and new information		
pathogen exposureImage: Construction of the construction of t	Bodily Fluid or bloodborne	V									
Crouch / SquatXIKneel / CrawlXIAbove Shoulder LevelXIBelow Shoulder LevelXIBelow Shoulder LevelXIRepetitive Arm UseXIRepetitive Wrist UseXIRepetitive Hand UseXIClimb Stairs / LaddersXINeck Range of MotionXITraverse Uneven SurfaceXIRespetitive SurfaceXIResperitive SurfaceXIResperitive SurfaceXIResperitive SurfaceXIStairs / LaddersXIStairs / LaddersXStairs / LaddersXStairs / LaddersXStairs / LaddersXStairs / LaddersXStairs / LaddersXStairs / LaddersXSta	pathogen exposure	X									
Kneel / CrawlXIAbove Shoulder LevelXIBelow Shoulder LevelXIBelow Shoulder LevelXIRepetitive Arm UseXIRepetitive Wrist UseXXRepetitive Hand UseXXClimb Stairs / LaddersXINeck Range of MotionXITraverse Uneven SurfaceXIElectrics Uneven SurfaceXIRepetitive SurfaceXIReperimentYek Cover full-face cartridge.	Bend / Stoop / Twist	Х									
Above Shoulder LevelXImage: Shoulder LevelX	Crouch / Squat	Х									
Below Shoulder LevelXMachinery: bucket truck, riding mowers, backhoe etc.Repetitive Arm UseXElectrical: wiring, outlets, fuses etc.Repetitive Wrist UseXPower Tools: push mowers, jackhammers, drills, chainsaw etc.Repetitive Hand UseXHand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.Climb Stairs / LaddersXPersonal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc.Neck Range of MotionXMachinery: bucket truck, riding mowers, backhoe etc.Traverse Uneven SurfaceXMachinery: bucket truck, riding mowers, backhoe etc.	Kneel / Crawl	Х									
Repetitive Arm UseXElectrical: wiring, outlets, fuses etc.Repetitive Wrist UseXPower Tools: push mowers, jackhammers, drills, chainsaw etc.Repetitive Hand UseXHand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.Climb Stairs / LaddersXPersonal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc.Neck Range of MotionXExcessive Noise exists when you raise your voice to communicate with someone who is 3 ft away.Traverse Uneven SurfaceXImage: State Sta	Above Shoulder Level	Х				*DEFINITIONS/EXAMPLES					
Repetitive Wrist UseXPower Tools: push mowers, jackhammers, drills, chainsaw etc.Repetitive Hand UseXHand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.Climb Stairs / LaddersXPersonal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc.Neck Range of MotionXExcessive Noise exists when you raise your voice to communicate with someone who is 3 ft away.Traverse Uneven SurfaceXImage: State S	Below Shoulder Level	Х									
Repetitive Wrist UseXPower Tools: push mowers, jackhammers, drills, chainsaw etc.Repetitive Hand UseXHand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.Climb Stairs / LaddersXPersonal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc.Neck Range of MotionXImage: Stairs / LaddersTraverse Uneven SurfaceXImage: Stairs / LaddersXImage: Stairs / LaddersXTraverse Uneven SurfaceXImage: Stairs / LaddersXImage: Stairs / LaddersXXImage: Stairs / LaddersXXImage: Stairs / LaddersXImage: Stairs / Ladders <t< td=""><td>Repetitive Arm Use</td><td></td><td></td><td></td><td>Х</td><td colspan="5"></td></t<>	Repetitive Arm Use				Х						
Climb Stairs / Ladders X Personal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc. Neck Range of Motion X Excessive Noise exists when you raise your voice to communicate with someone who is 3 ft away. Traverse Uneven Surface X K Respirators: 1/2 face or full-face cartridge.					Х						
Climb Stairs / Ladders X Personal Protective Equipment: Tyvek coveralls, hard hats, fall protection harness etc. Neck Range of Motion X Excessive Noise exists when you raise your voice to communicate with someone who is 3 ft away. Traverse Uneven Surface X K Respirators: 1/2 face or full-face cartridge.	Repetitive Hand Use				Х						
Neck Range of Motion X Excessive Noise exists when you raise your voice to communicate with someone who is 3 ft away. Traverse Uneven Surface X Respirators: 1/2 face or full-face cartridge.		Х									
Traverse Uneven Surface X Respirators: 1/2 face or full-face cartridge.	-					Excessive Noise exists when you raise your voice to communicate with someone who is 3 ft away.					
	-							,			
	Traverse Even Surface	Х						-	d to employees in the OSHA bl	oodborne r	athogens

**Hearing test is required