

**The City of Wooster**  
**Tax Specialist– Full-time – Classified**  
**Minimum Starting Wage - \$23.16**

The Tax Specialist assists with the maintenance and operation of the City's income tax system. This position manages workflow to ensure income tax transactions are processed timely and accurately, audits individual tax returns for accuracy, performs W-2 reconciliations and audits for accuracy, prepares purchase orders for tax refunds, maintains records and processes timely cash receipts, and maintains accuracy of the income tax database systems. The Tax Specialist provides high quality customer service by responding and resolving customer inquiries in a professional, timely, and courteous manner.

**Applicants must meet the following:**

**MINIMUM QUALIFICATIONS:** Qualified candidates must have a high school diploma or equivalent. Associate's degree from an accredited educational institution in accounting or closely related field is preferred. A minimum of three (3) years' work experience in accounting or finance is required. Experience in government accounting, finance, or municipal income tax is preferred. Previous work experience using computers, knowledge of Microsoft Office products, and a valid motor vehicle license issued by the State of Ohio with a clean driving record are required. Candidates must have excellent interpersonal and communication skills and be able to resolve conflicts, make decisions, use good judgement, and follow and prepare complex oral and written procedures.

**EXAMINATION PROCESS:** An oral unassembled Civil Service examination will be administered for this position. Candidates meeting minimum qualifications will be contacted to schedule an oral examination. Passing applicants on the oral civil service examination will be placed on a Civil Service eligible list. Applicants will be processed for further testing from this list. Applicants must pass or meet all acceptable standards for all pre-employment assessments to meet qualifications and remain on the eligible list. Such examinations may include, but not be limited to: psychological and/or psychiatric examination, background investigation, personality assessment and personal interview. The duration of the list will be one year or until exhausted.

A detailed job description and application can be found at <https://www.woosteroh.com/human-resources/careers>. The application deadline is Thursday, May 9, 2024.

Special auxiliary aids for handicapped persons are available upon request. At least five (5) days notice is required prior to the Civil Service Examination. Requests must be made to the Human Resources Division 330-263-5254, during regular working hours.

EQUAL OPPORTUNITY EMPLOYER  
F/M/H  
WOMEN AND MINORITIES ENCOURAGED

# The City of Wooster

## Job Description

An Equal Opportunity Employer

<b>JOB TITLE:</b>	Tax Specialist	<b>CLASSIFICATION:</b>	Classified
<b>DIVISION:</b>	Income Tax	<b>FLSA STATUS:</b>	Non-exempt
<b>DEPARTMENT:</b>	Finance	<b>PAY SCHEDULE:</b>	WEA
<b>POSITION CONTROL:</b>		<b>PAY GRADE:</b>	5w
<b>REPORTS TO:</b>	Director of Finance	<b>MIN PAY RATE:</b>	\$23.16 / Hour
<b>SUPERVISES:</b>	n/a	<b>MAX PAY RATE:</b>	\$27.10 / Hour

### **Job Summary**

The Tax Specialist position as a member of the finance team will assist an Accountant II to ensure accurate processing, recording, maintenance of the City's income tax system.

### **Essential Job Functions and their Measure**

1. Responsible to assist with the maintenance and operation of the City's income tax system
  - a. Manage workflow to ensure income tax transactions are processed accurately and timely
  - b. Maintain accurate records and processes timely cash receipts in the income tax system.
  - c. Audit individual income tax returns for accuracy
  - d. Maintain accuracy of income tax database systems in a timely manner including MITS vendor database
  - e. Perform W-2 reconciliations and audit for accuracy
  - f. Prepare purchase orders for tax refunds
  - g. Perform other such duties as assigned
2. Demonstrates the ability to provide excellent customer service to all customers
  - a. Respond to and resolve external customer inquiries in a professional, timely and courteous manner
  - b. Demonstrates the ability to establish and maintain effective working relationships with co-workers, supervisor, department heads, city officials, and the public
  - c. Maintains confidentiality of all records and information
3. Responsible for effective verbal, written and electronic communication
  - a. Communicate status of projects/work load to supervisor
  - b. Assist with documentation and maintenance of accurate and up to date procedures for income tax systems
  - c. Responsible for completing all records and reports as required
  - d. Write legibly, maintain accurate information, and use proper spelling, grammar
  - e. Communicate information effectively, accurately and timely

### **Qualifications:**

The following qualifications or equivalents are the minimum requirements necessary to perform the essential functions of this job.

#### **Education and Formal Training**

- High School Diploma or equivalent required
- Associate's degree from an accredited college/university in accounting or closely related field preferred
- Valid motor vehicle license issued by the State of Ohio required. Must meet insurability guidelines

#### **Work Experience**

- Previous work experience in municipal income tax is preferred
- Minimum of 3 years' experience in accounting or finance required; experience in government accounting or finance preferred
- Previous experience using computers and knowledge of Microsoft Office Products is required

#### **Knowledge, Skills & Abilities Required**

- Knowledge of advanced customer service principles and techniques
- Ability to resolve conflicts with our customers and the public in general
- Skill in entering and retrieving data into/from computerized database
- Ability to enforce applicable policies with firmness and fairness

- Ability to make educated decisions and use good judgment
- High skill in establishing and maintaining effective working relationships with all customers and contacts
- Ability to follow and/or prepare complex oral and written procedures
- Ability to use multiple computer applications
- Must have excellent interpersonal and communication skills
- Ability to learn and apply City of Wooster codes/ordinances regarding City Income Tax

**Physical Requirements**

- Primarily in a public office-building environment
- Sufficient clarity of speech and hearing which permits the employee to discern verbal instructions and to communicate effectively with others in person and over the telephone
- Sufficient visual acuity which permits the employee to comprehend written work instructions, review, evaluate and prepare a variety of written materials and documents
- Sufficient manual dexterity which permits the employee to operate standard office equipment and personal computer
- Sufficient mobility and flexibility which permits the employee to work in an office environment
- Must occasionally lift and/or move up to 50 pounds
- Occasionally works near moving mechanical parts and is exposed to the risk of electrical shock and odorous vapors

Job description statements are intended to be sufficient merely to identify the general nature and class of work being performed, and be illustrative of the kinds of duties that may be assigned to the position allocated to the class and should not be interpreted to describe all of the responsibilities, duties and skills which may be required of employees holding a position assigned to this class.

The City of Wooster is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendment Act (ADAAA) the City of Wooster will provide reasonable accommodations, upon reasonable request, to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

I certify that I have read this job description and specifications; it has been explained to me. I understand and accept the expectations of my duties and responsibilities as a condition of my employment as stated herein.

**I have received, read and understand the Position Description above.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director of Administration Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_