Job Description
Point Rating Evaluation Plan

Alberta Treasury Board and Finance

Working Title			Name
Senior Compliance Officer – Filing Compliance and Collections			

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
TBD	Program Services 4	Tax and Revenue Administration, Collections & Recoveries/Collections/Filing Compliance and Collections	Treasury Board and Finance

Present Classification	Requested Classification
Program Services 3	

Cost Center	Program Code	Project Code (if applicable)

Reference: Non-Management Job Description Writing Guide (see more resources on the CHR website).

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization. (See Non-Management Job Description Writing Guide **Pages 7-8**.)

This position is responsible for the enforcement of filing of tax returns and payments of outstanding balances for corporate and commodity taxes and to ensure the efficient recovery of overdue debts and returns through a variety of compliance and collections methods. The incumbent acts as a senior/lead collector using both internal and external resources and is responsible for high risk and complicated collection files. Assists officers with financial statement and risk analysis and recommends decisions on files of a more complex nature. Also responsible for assisting with the development of collection and filing compliance policies and procedures.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described. (See Writing Guide **Pages 9-10**.)

1. Accurate entitlement and assessment (compliance & legislation)
   - Performs compliance activities on high risk and complex accounts according to established policies and procedures.
   - Understands the assessment process, including when returns are required to be filed, how Alberta tax payable is calculated and the impact of various reassessment types on taxes payable (ie: small business deduction, loss carry back, etc.)
   - Performs investigative analysis of specified accounts.

2. Accurate data base
   - Maintains effective documentation on collection files;
   - Updates case information in a timely manner to ensure TRA's database is accurate;
   - Participates as required in testing to ensure system enhancements and changes are functioning properly
   - Liaises with accounting dept. to ensure proper allocation of funds;

3. Analyze and determine program conditions/performance
   - Refers high risk/sensitive/complex accounts to group lead/management/Technical Specialist for their input and/or decision as required.
   - Periodic reviews of accounts are performed to ensure adherence to established policies and procedures. Results are communicated to the group lead.
   - Reviews cases submitted for write-off and recommendations for default assessments;

4. More informed stakeholder community
   - Educates taxpayers and their representatives regarding their requirements and obligations to file and pay; and
   - Informs taxpayers of relevant information circulars, special notices, etc.
   - Promotes electronic filing and payment alternatives.
   - First level response to escalated complaints from the Filing Compliance and Collections Officers.

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5. Collect revenue
   - Analyses a variety of information to determine corporate structure, nature and value of assets, viability of the enterprise, and other indicators of business activity; provides detailed risk analysis where required;
   - Helps compliance officers determine most effective compliance approach and application of legislation to be used; For high risk and complex cases:
     - ensures returns are filed
     - ensures outstanding balances for corporate and commodity taxes are paid or arrangements/security are in place.
     - investigates, locates, reviews and analyzes taxpayer financial status and capability to pay
     - makes payment arrangements and recommends actions including third party demands if payment is not received; and
     - communicates with taxpayers in response to enquiries, condition/delinquency of account, etc. via telephone, letter, or field visit;
   - Works with identified partners to enhance our collection effort.

6. TRA accountability to government/stakeholders (appropriate rationale documentation)
   - Maintains collection files including correspondence between debtor and collector to ensure and justify actions taken on the file.

7. Make TRA more efficient and effective
   - Makes recommendations for improvement to policy, procedures and legislation to streamline the collection and enforcement process.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job. (See Writing Guide **Pages 11-12**.)

- changing work priorities/situations require increased flexibility and judgement in considering which procedure to use;
- thinking guided by substantially diversified guidelines, past practices, precedents;
- assistance available from peers, technical specialist, group leads, and management;
- solutions found within a defined framework although new processes may need to be developed;
- plans and organizes day-to-day workload;
- works on many diverse programs with complex legislation;
- stakeholders include taxpayers and their representatives, tax collectors, tax accountants, government staff, banks, receivers, trustees, Canada Revenue Agency;
- acts as senior/lead collector working on more complex files and providing advice to Filing Compliance and Collections Officers and Intermediate Collection Officers.
- leads teams/projects in reviews/work efforts.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job. (See Writing Guide **Pages 12-14**.)

- University degree plus 2 years progressively responsible related experience; or equivalent education/experience as described below:
  - 1 year of education for 1 year of directly related experience; or
  - 1 year directly related experience for 1 year of education.
- knowledge of relevant provincial and federal legislation and policies;
- ability to interpret supporting documentation including financial statements and make decisions;
- knowledge of the processing systems and rules;
- knowledge of risk criteria and the ability to apply in non-routine situations;
- knowledge of industry conditions and trends;
- knowledge of tax, interest and penalty calculations;
- ability to interpret/apply complex legislation;
- analytical skills;

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- familiarity with the general responsibilities of other tax or business related agencies, various consumer assistance and registry services;
- knowledge of audit principles
- problem solving skills;
- advanced negotiation skills; and
- well-developed oral and written communication skills
- ability to diffuse difficult situations
- computer skills e.g. Word and Excel. PowerPoint

CONTACTS: The main contacts of this position and the purpose of those contacts. (See Writing Guide Pages 14-15.)

This position's primary and most frequent internal contacts will be with other compliance officers, group leads, and senior manager—all within Filing Compliance and Collections. The nature of these contacts will be to provide guidance on corporate or commodity case work or workload issues and provide suggestions for improvements to work area procedures.

This position also involves periodic internal contact with other areas within Tax and Revenue Administration to clarify information or obtain assistance with different collections or compliance tax issues.

This position's primary and most frequent external contacts will be with taxpayers, accountants, or taxpayer representatives. The nature of these contacts will be to discuss corporate or commodity tax account issues related to the filing of outstanding returns or the payment of tax debts.

This position also involves periodic contact with external sources such as other tax authorities (e.g. Canada Revenue Agency) or registry services (e.g. land titles, motor vehicles) relating to the administration and enforcement of corporate or commodity taxes.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.
(See Writing Guide Page 15.)

Not applicable

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.
(See Writing Guide Pages 15-16.)

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.
(See Writing Guide Page 17.)

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact your Ministry Human Resource Office.