

Working Title <b>Compliance Officer – Filing Compliance and Collections</b>	Name
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Position Number	Reports to Position No., Class & Level	Ministry <b>Treasury Board and Finance</b>
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Present Classification <b>Program Services 1</b>	Requested Classification
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Cost Center	Program Code	Project Code (if applicable)
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**Reference:** [Non-Management Job Description Writing Guide](#) (see [more resources](#) on the CHR website).

<p><b>PURPOSE:</b> 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 <a href="#">Pages 7-8.</a>)</p> <p>Enforces the filing and payment of taxes, levies and Employment Standards orders in accordance with legislation, regulations, administrative policies, information circulars and other agreements resulting in fair and equitable treatment of taxpayers/debtors within each program. Incumbent is responsible for low to high-risk files.</p>
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<p><b>RESPONSIBILITIES AND ACTIVITIES:</b> 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 <a href="#">Pages 9-10.</a>)</p> <ol style="list-style-type: none"> <li>1. Accurate entitlement and assessment (compliance &amp; legislation) <ul style="list-style-type: none"> <li>• performs compliance activities according to established policies and procedures.</li> <li>• understands how case balances are created on programs we collect.</li> <li>• 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 (i.e.: small business deduction, loss carry back, etc.).</li> <li>• performs investigative analysis of specified accounts.</li> </ul> </li> <li>2. Accurate database <ul style="list-style-type: none"> <li>• maintains effective documentation on case files.</li> <li>• updates case information in a timely manner to ensure TRA's database is accurate.</li> <li>• participates as required in testing to ensure system enhancements and changes are functioning properly.</li> <li>• liaises with other departments to ensure proper allocation of funds.</li> </ul> </li> <li>3. Analyze and determine program conditions/performance <ul style="list-style-type: none"> <li>• refers complex accounts to senior officers or supervisors as required for their input and/or decision.</li> <li>• identifies compliance risk within their case inventory and develops an appropriate inventory management strategy.</li> </ul> </li> <li>4. More informed stakeholder community <ul style="list-style-type: none"> <li>• educates taxpayers/debtors and their representatives on the requirements and obligations to file and/or pay.</li> <li>• informs taxpayers/debtors of relevant information circulars, special notices, online information, etc.</li> <li>• promotes electronic filing and payment alternatives.</li> </ul> </li> <li>5. Collect revenue <ul style="list-style-type: none"> <li>• enforces the filing of returns and payments of outstanding balances for corporate and commodity taxes or levies as well as Employment Standards orders. Recommends legal actions where appropriate.</li> </ul> </li> </ol>
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**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.](#))

- makes arrangements for filing of returns and payments of outstanding balances for corporate and commodity taxes or levies as well as Employment Standards orders.
- reviews/evaluates information to determine the most effective and efficient compliance action and application of legislation to be used.
- investigates, locates, reviews, and analyzes a taxpayer's/debtor's situation and records, including basic analysis of accounting and financial records.
- analyzes all available information to determine corporate structure, nature and value of assets, viability of the enterprise and other indicators of business activities.
- communicates with taxpayers/debtors in response to enquiries, condition/delinquency of account, etc.
- maintains collection files including correspondence and discussions between taxpayers/debtors and collector to document and justify actions taken on files.
- responds to general telephone inquiries on cases that may or may not be assigned to an officer.

6. Make TRA more efficient and effective

- makes recommendations/suggestions for improvement to policy, procedures, processes, 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.](#))

- operates within TRA's established guidelines, information circulars, legislation, policies, and procedures.
- assistance readily available from peers, senior officers, and supervisors.
- involved in work of corporate and commodity tax and levy programs as well as Employment Standards.
- well-defined framework based on precedence outlined in training materials and procedure documents.
- plans and organizes day-to-day work, reviews diarized files and manages own workload.
- stakeholders include taxpayers/debtors, claimants, employers and their representatives, and internal staff.
- contact with external stakeholders on a routine basis includes, taxpayers/debtors, tax collectors, tax accountants etc.
- external communication with trustees, banks, receivers etc. to confirm/provide information, investigate, negotiate, and respond to inquiries.
- participates in teams/projects and in review/work efforts including assisting on complex files.

**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.](#))

- Two-year diploma in a related field, 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 provincial 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 per defined procedures.
- knowledge of industry conditions and trends.
- knowledge of tax, interest, and penalty calculations.
- ability to interpret/apply legislation.
- analytical skills.
- familiarity with the general responsibilities of other tax or business-related agencies, various consumer assistance and registry services.
- problem solving skills.
- negotiation skills.
- oral and written communication skills.
- computer skills, e.g., Word and Excel

**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, senior officers, and supervisors—all within Filing Compliance and Collections. The nature of these contacts will be to discuss Employment Standards orders, corporate or commodity casework and workload issues and provide suggestions for improvements to work area procedures.

This position's primary and most frequent external contacts will be with taxpayers/debtors, claimants, employers, accountants, or taxpayer/debtor representatives. The nature of these contacts will be to discuss corporate or commodity tax/levy account issues related to the filing of outstanding returns or the payment of tax debts as well as to discuss and collect Employment Standards orders.

**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.*

**Signatures**

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

**Incumbent**

\_\_\_\_\_  
Name Signature Date

**Manager**

\_\_\_\_\_  
Name Signature Date

**Executive  
Director/ADM**

\_\_\_\_\_  
Name Signature Date