REGIONAL INCOME TAX AGENCY

Ohio's Leader in Municipal Tax Collection & Administration, Serving Taxpayers & Local Governments ***Since 1971***

JOB OPPORTUNITY

Resumes will be accepted **June 29 through July 10** (end of business day, 5:00 PM)

JOB TITLE:	**CUSTOMER SERVICE AUDITOR 1**
CLASSIFICATION:	NON-EXEMPT
GRADE:	GRADE 7 (starting pay $18.69/hr.)
DEPARTMENT:	TAXATION
REPORTS TO:	**XENIA SUPERVISOR**
LOCATION:	XENIA

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the purpose of the position is to handle the work associated with individual accounts in the Customer Service Division of the Taxation Department of the Regional Income Tax Agency ("RITA"). Employees in this classification perform entry-level customer service and detail oriented account analysis.

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

1. Provides customer service to taxpayers, tax professionals and attorneys by answering incoming phone calls, responding to web email, faxes, and letters in order to answer questions and resolve discrepancies concerning income tax statements or general account information.
2. Responsible for learning and applying knowledge obtained in all aspects of individual income tax including municipal tax law, specific municipal ordinance information (including rules & regulations), website applications and form preparation,
3. Reviews information that has been provided by taxpayers for given tax years. Prepares income tax return(s) once sufficient information is provided by taxpayers or their representatives.
4. Conducts verbal and written correspondence with taxpayers. Sends letters to inform taxpayers of needed information, changes in tax liabilities or requested account information.
5. Reviews, corrects and/or edits individual income tax returns. Reviews forms, returns and supporting documentation for accuracy, completeness and compliance with applicable municipal tax ordinances and Agency policies.
6. Utilizes a variety of standard office equipment, computer programs and computer systems in the completion of essential functions including but not limited to telephone, facsimile,

photocopier, adding machine, and personal computer with Microsoft Office functions, including Word, Excel spreadsheet and/or database software, call center software, Email, imaging system, internet browsers and RITA tax systems.

7. Position performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by college level course or vocational training in business administration, and by up to one (1) year previous experience and/or training involving customer service; or an equivalent combination of education, training, and experience.

HOW TO APPLY

Please send cover letter and resume to: **RitaJobs@ritaohio.com**
Only qualified individuals being considered will be contacted for an interview.

The Regional Income Tax Agency (Agency) is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Agency will seek to provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Agency.