



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

### JOB OPPORTUNITY

We are looking for coachable individuals who possess excellent active listening and communication skills to join our growing team!

Resumes will be accepted **through May 28<sup>th</sup>** (end of business day, 5:00 PM)

**JOB TITLE:** CUSTOMER SERVICE AUDITOR 1  
**CLASSIFICATION:** NON-EXEMPT  
**GRADE:** GRADE 1 (starting pay \$21.25/hr.)\*  
**DEPARTMENT:** TAXATION  
**REPORTS TO:** CUSTOMER SERVICE MANAGER  
**LOCATION:** CLEVELAND HEIGHTS

**\*Upon successful completion of your initial 180-day Introductory Period, the hourly rate will be increased to \$21.73/hr. (an additional \$1,000 annually) and you will receive 3 Personal Days (24 hours).**

**About the Role:** Under general supervision, the purpose of this entry level position is to interact with taxpayers to address their concerns, answer their questions and assist with their tax filing needs. Customer Service Auditors will be required to assist in the completion of municipal income tax returns primarily via telephone, but the assistance also includes in-person assistance and/or by responding to service requests (SRs) (email, faxes and letters). Customer Service perform these functions by learning and applying knowledge obtained in all aspects of municipal income tax including applicable state municipal tax law, specific municipal ordinance information including rules & regulations, website applications, and tax form preparation.

**About RITA:** RITA is an OPERS employer that offers low monthly premiums for health benefits for employees, spouses and dependents with no monthly cost for dental and vision coverage. The Agency makes bi-annual contributions to employees' Health Savings Accounts. Additional benefits include paid vacation and paid sick leave, including for mental health, along with 3 personal days on the employee's hired date, with the initial 3 days provided upon successful completion of the 180-day Introductory Period and then again at the second anniversary and each anniversary thereafter. Employees also have access to an employee assistance program.

**Work Environment:** You will be assigned to work primarily out of RITA's Cleveland Heights office, with the opportunity to work a blended schedule, meaning some days in the office, some days working from home, after completing your initial training. Our dress when in the office is professionally casual – jeans are welcome. We thrive on collaborative work, and we are best as a team with each person doing their part. There is plenty of opportunity for job growth within the Agency; Career growth and development is encouraged and supported.

### EXAMPLES OF ESSENTIAL FUNCTIONS

1. Provides customer service to taxpayers, tax professionals and attorneys via in-person taxpayer assistance, telephone, and/or by responding to service requests (SRs - web email, faxes, and letters)

in order to answer questions and resolve discrepancies concerning municipal income tax statements or general account information.

2. Reviews information provided by taxpayers and/or tax preparers and prepares municipal income tax returns once sufficient information is provided by taxpayers or their representatives, with the assistance of senior Individual Tax Auditors as needed.
3. Reviews, corrects and edits individual municipal income tax returns. Reviews forms, returns and supporting documentation for accuracy, completeness and compliance with applicable municipal tax ordinances and Agency policies.
4. Answers questions related to account balances, penalty and interest charges and overall account information.
5. Sends correspondence to inform taxpayers of required information, changes in tax liabilities and/or additional requested account information.
6. May be required to keys individual tax returns.
7. Performs other related work as assigned.

This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, the Agency reserves the right to revise the job or to require that other or different tasks be performed as assigned.

**Physical Requirements:** The individual assigned to this position must be able to complete all physical requirements of the job, with or without a reasonable accommodation, which include, but are not limited to the following:

- Must be able to remain in a stationary position most of the time.
- Occasionally moves about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

**About You:**

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

**How to Apply:** Please submit your resume to [RITAJobs@ritaohio.com](mailto:RITAJobs@ritaohio.com) no later than 5 PM on May 28, 2024. Only qualified individuals being considered will be contacted for an interview.

*The Regional Income Tax Agency (Agency) is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel decisions are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic. 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.*