

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION  
REVENUE SUPERVISOR

I. INTRODUCTION

A. Purpose Of This Classification Specification

This classification specification is the basic authority under Wisconsin Administrative Code ER 2.04 for making classification decisions relative to present and future supervisory positions located at the Department of Revenue that supervise a tax-related program. This classification specification is not intended to identify every duty that may be assigned to positions but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions located at the Department of Revenue which supervise specialized clerical and program support staff in a tax related program within the Delinquent Processing Unit of the Compliance Bureau, the Office Services Section of the Audit Bureau, the Customer Assistance Unit, or a unit within the Processing Bureau or Audit Bureau. Positions allocated to this classification must meet the statutory definition of supervisor, as defined in s. 111.81(15) and (19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definitions of professional employee and supervisor, as defined in s. 111.81(15) and (19) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are not located at the Department of Revenue and do not supervise tax-related programs.

3. Positions which, for a majority of the time, perform duties that are more appropriately classified as Revenue Program Supervisor or Revenue Section Chief.
4. Positions which, for a majority of the time, perform duties that are more appropriately classified as Program Assistant Supervisor-Advanced or Shipping and Mailing Supervisor.
5. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is typically via competitive examination.

## II. DEFINITION

### REVENUE SUPERVISOR

Positions allocated to this level perform work under general supervision and include the following:

- (1) Supervisor, Delinquent Processing Unit: This position supervises Delinquent Processing Unit staff responsible for the processing of transactions to the delinquent tax system; participates in the development, design, and testing ongoing operations of highly complex computer programs which have a major impact on the policies and operating procedures of the division; and provides training for department employees.
- (2) Chief, Office Services Section: This position supervises the Office Services Section, which provides all clerical and word processing support for the Audit Bureau. This position develops and implements procedures and workflow plans to carry out the duties assigned to the section; assists the Bureau Director in establishing and administering clerical and word processing services; and assists in organizing, coordinating, and conducting special projects for Central Audit.
- (3) Supervisor, Customer Assistance Unit: This position supervises the Customer Assistance Unit staff responsible for handling a wide variety of customer inquiries including questions related to employment opportunities, lottery programs, tax credit programs, corporation/franchise tax, partnerships, subchapter S, limited liability corporations, fiduciary tax, inheritance tax, gift tax, estate tax, sales and use tax, withholding tax, dry cleaning tax, local exposition tax, premier resort tax, rental vehicle tax, property tax, excise tax, and individual income tax. The Customer Assistance staff provides information regarding business tax registration and refunds, and obtains information from a variety of computer systems and tax booklets. This position evaluates customer service satisfaction; develops new or modifies existing processes and procedures; prepares customer service reports; trains staff; and provides direction and assistance in the development of the agency's Affirmative Action/Equal Employment Opportunity program.
- (4) Unit Supervisors, Processing Bureau and Audit Bureau: These positions supervise specialized clerical and program support staff in the Processing Bureau or Audit Bureau. These positions develop and implement procedures and workflow plans to carry out the duties assigned to the unit; establish performance standards and measures; and perform a variety of individual responsibilities

related to the assigned program area. These positions require significant tax related program knowledge.

### **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

This classification was created effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe positions located at the Department of Revenue which supervise tax-related programs. This classification replaces the Revenue Supervisor 1 and 2 classifications. This classification was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications. This classification was modified effective December 2, 2001, and announced in Bulletin CLR/SC-135 to add an allocation for the Customer Assistance Unit Supervisor position. This classification was further modified effective October 6, 2002, and announced in Bulletin MRS-SC-143 to add an allocation for Processing Bureau and Electronic Records and Documents unit supervisors.

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