

**STATE OF WISCONSIN**  
**CLASSIFICATION SPECIFICATION**

**REVENUE AGENT SUPERVISOR**

**I. INTRODUCTION**

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional supervisory positions located within the Department of Revenue, which supervise Revenue Agents involved in enforcing tax compliance programs. Because of the wide variety of ways in which position can be structured, it is recognized that this classification specification is not intended to identify every duty, which 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 class 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; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are professional supervisory positions located within the Department of Revenue, which supervise Revenue Agents involved in enforcing tax compliance programs. Positions allocated to this classification series function as unit supervisors.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor as defined in Wis. Stats. 111.81(19) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are not located within the Department of Revenue.
3. All other positions, which are more appropriately, identified by other classification specifications.

D. Entrance Into This Classification

Employees typically enter positions within this classification by competitive examination.

## **II. DEFINITION**

### **REVENUE AGENT SUPERVISOR**

This is very responsible tax compliance supervisory work. Positions allocated to this classification supervise Revenue Agent positions that are responsible for 1) reviewing adjustments related to the processing of income, corporation, sales/use tax and/or withholding tax returns; 2) performing collection activities; 3) preparing assessments or refunds based on federal CP2000s or other federal reports; 4) performing technical customer service activities; 5) performing specialized tax compliance work related to refund, warrant, and payment processing; 6) performing specialized collection activities such as bankruptcy filings, occupational license or credential non-renewal, responsible person assessment, seller's permit revocation, and filing claims in probate. Positions allocated to this level are also responsible for the development and improvement of processes and procedures related to compliance activities under their control and provide specialized information assistance to taxpayers. Work is performed under general supervision.

## **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 March 12, 2000 as a result of the broadbanding study and announced in Bulletin CLR/SC-109 to describe professional supervisory positions located within the Department of Revenue, that supervise employees involved in enforcing tax compliance programs. In addition, the Revenue Agent Supervisor 1 and 2 classifications have been abolished. This classification was modified effective August 2, 2020 and announced in Bulletin DPM-0530-CC/SC to add allocations.

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