



# State of Oregon Position Description

**Company:** Department of Revenue  
**Organization:** Other Agency Accounts Section - DOR  
**Service Type:** Excludable Management Service - Supervisory

## SECTION 1. POSITION INFORMATION

<b>Job Profile Title:</b>	Revenue Supervisor 1	<b>Job Profile ID:</b>	X7747
<b>Business Title:</b>	Revenue Supervisor 1 - SR24 - Exempt	<b>Position ID:</b>	000000138752
<b>Employee Name:</b>		<b>Company ID:</b>	15000
<b>Representation:</b>	MMS	<b>Budget Auth No:</b>	
<b>Location:</b>	Salem   DOR   Revenue Building		
<b>Supervisor:</b>	Lisa Pineda-Volk (Revenue Manager 2)		
<b>Position:</b>	Revenue Supervisor 1		
<b>Time Type:</b>	Full Time		
<b>FLSA:</b>	Exempt		
<b>Exempt Reason:</b>			
<b>Overtime Eligible:</b>	No		
<b>Employee Type:</b>	Limited Duration (Fixed Term)		

## SECTION 2. JOB DESCRIPTION SUMMARY

**Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.**

Our mission, vision, and values guide us as we serve our customers and collect revenue that supports the critical infrastructure of Oregonians' daily lives. The Department of Revenue's mission is, "together, we collect the revenue that Oregon counts on." The agency's vision is to create a clear and easy experience for our customers.

Our Values are:

- We work to earn the trust of taxpayers.
- We seek dignity and inclusion for all.
- We do the right thing.
- We build partnerships.
- We rise to the occasion.

State of Oregon DEI Vision:

Within this context of historical harms, changing demographics, intersectional identities, and more; our vision for the next five years and beyond is to:

- Dismantle institutional and structural racism in Oregon state government, and by doing so, have resounding impacts on the communities of our great state.
- Build a more equitable Oregon where everyone has the opportunity to thrive and everyone's voice is heard.
- Ensure an inclusive and welcoming Oregon for all by celebrating our collective diversity of race, ethnicity, culture, color, disability, gender, gender identity, marital status, national origin, age, religion, sex, sexual orientation, socio-economic status, veteran status, and immigration status.

#### State of Oregon DEI Values:

- Putting racial equity at the forefront while understanding intersectionality. We must be bold and put racial equity at the forefront as a primary and pervasive location of oppression that connects with and worsens other identity-based inequities.
- Prioritize equity, anti-racism, and racial justice actions. Commitment to prioritizing equity and eliminating racial disparities involves taking action in our policies, budgets, decision-making, and daily work.
- Foster internal and external partnerships. Across the state enterprise and other institutions, community-based organizations are crucial to achieving racial equity. True partnership means shared power, listening, resolving tensions by creating solutions together, and scaling up what already works well.
- Ensure collective responsibility and accountability. As public servants, we have a collective responsibility at every level of government to proactively reduce racial disparities and barriers. We must establish measurements of success so that we can ensure improvements are real and ongoing.

#### State of Oregon DEI goals:

1. Establish strong leadership to eradicate racial and other forms of disparities in all aspects of state government.
2. Center equity in budgeting, planning, procurement, and policymaking.
3. Strengthen public involvement through transformational community engagement, access to information, and decision-making opportunities.
4. Improve equitable access to services, programs, and resources including education, health, housing, human services, environmental justice, criminal justice, and economic opportunities.
5. Foster an inclusive workplace culture and promote equitable hiring, retention, and promotion practices

Foster and promote to employees the importance of a diverse, and discrimination and harassment free workplace; ensure that any subordinate managers/supervisors receive an orientation on the Department's affirmative action goals and responsibilities and understand their own responsibilities for helping promote the affirmative action goals and objectives in the division/section; ensure all subordinate managers/supervisors are evaluated on their effectiveness in carrying out the responsibilities they have for participating in and promoting affirmative action activities; act in a responsible manner if they become aware of any Department employee engaging in any type of harassment

The Department of Revenue administers 37 programs in the areas of personal and business income taxes, property tax, tobacco taxes, and a variety of miscellaneous tax programs. These tax programs fund both state and local government services. The department is organized into functional divisions - Personal Tax and Compliance Division, Business Division, Property Tax Division, Collections Division, Administrative Services Division, and the Information Technology Services Division. The Department of Revenue employs over 1,100 people and has a legislatively (2021-23) adopted biennial budget of approximately \$369.3 million. The delinquent debt collected by this division is approximately \$1.4B each fiscal year. The division's budget is approximately \$50 million total funds per biennium.

This position is in the Collection Division of the Oregon Department of Revenue in the Other Agency Accounts Unit (OAA). The OAA Unit collects \$115 million dollars per biennium in delinquent debt for over 200 state agencies and local municipalities. ORS 293.250 requires the Department of Revenue to render assistance in the collection of any delinquent account owing to any state officer, board, commission, corporation, institution, department, or other state organization, or to a county. The OAA program impacts other state agencies, individual debtors and taxpayers, and businesses

Support and carry out the Collections Division's policies and procedures. Manages, plans, directs and monitors the activities, staff and resources of the Other Agency Accounts Unit. This is done by assigning work, developing work procedures consistent with agency policy, state and federal regulations, and procedures related to the collection of debts owed other state and local agencies. This includes monitoring work performed by subordinates in order to meet compliance with established goals, objectives, timelines, state and federal laws, and rules and regulations. Decisions made in this position significantly impact state revenues.

## SECTION 3. JOB DESCRIPTION

**List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.**

75% - NC - E

Supervise the unit staff. Set employee performance goals and objectives. Evaluate current business and system processes. Plan and implement procedures and systems to maximize operating efficiency. Monitor budget for maximum operational efficiency. Prepare and oversee the development and analysis of reports. Review performance data to monitor and measure unit staffs' productivity, goals, and progress.

Schedule work assignments, assign priorities and ensure they are met. Balance workload and review completed work of unit personnel to ensure clarity, completeness, accuracy, and conformance with unit, division, and agency policies. Clearly communicate department and division goals and objectives to unit staff.

Establishes written unit expectations for all employees and communicates them both orally and in writing.

Timely conduct annual performance appraisals for all employees. Individual performance standards and expectations are monitored and referenced in performance appraisals and discussed throughout the year.

Address performance deficiencies in a timely manner. Uses the standard of progressive discipline.

Takes an active role in creating a harassment-free workplace. Takes personal responsibility for enhancing workplace diversity and achieving the agency's affirmative action goals.

Identify employee development needs for each employee. Facilitate the coordination of training, special projects or assignment and other opportunities to promote continuous improvement in employee knowledge and skills.

Ensures that a review of each employee's caseload is performed on a regular basis. Conduct routine personnel actions affecting unit personnel, including interviewing, hiring, training, disciplinary actions, merit ratings, and performance appraisals. Interview in a manner consistent with personnel rules, affirmative action goals, and established EEOC guidelines.

Arrange and oversee training of newly hired personnel and conduct update training of unit personnel regarding new policies and procedures brought about by changes in federal and state statutes, regulations, Attorney General opinions, and/or DOR policy and procedures.

Apply strategic planning to determine program outcomes and activities

Serves as a member of Collections to jointly make decisions concerning changes to unit operations; development and achievement of division and section goals, objectives and performance measures; and coordination and prioritization of the handling and processing of accounts. Responsible for engaging division employees in initiatives and activities designed to accomplish the objectives of the division and agency.

Serves on numerous agency and division leadership committees and management groups and other teams, coordinating efforts, setting agency policies, identifying and resolving division or agency-wide problems.

Responsible for coordination among and between units within and outside of the section, projects or lead groups responsible for updates or development of new programs, systems or policies.

25% - NC - E

Responsible for developing and maintaining a process(s) and/or system(s) that ensure the following technical functions are adequately provided for unit's employees:

Ensure that unit staff properly explain to individuals, employers, agencies, and their representatives what their legal obligations are, rights and consequences regarding billings and assessments.

Approve or deny the issuance of monetary penalties, garnishments & account maintenance adjustments when outside of normal processes. On more difficult cases, assist unit staff when conferring or corresponding with attorneys, individuals, county clerks, county courts, bankruptcy courts, collection agencies, and government officials concerning delinquencies and assessments. Interpret and explain pertinent federal and state statutes, rules and regulations, Attorney General opinions and instructions, and DOR rules and regulations. Advise staff on proper analysis of financial statements to determine the collection potential of delinquent accounts.

Advise unit staff on the appropriate action to take on complex, unprecedented or other problem cases. Determine if the staff's course of action is legal and proper.

Monitor and identify system problems and recommend corrective action. At times, make recommendations for changes in parameters that control the system.

Make recommendations to change or adopt new Oregon Revised Statutes or administrative rules.

Review legal questions and refer to proper authority.

Other duties as assigned.

100%

## **SECTION 4. WORKING CONDITIONS**

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

Normal office conditions. Work is normally performed by sitting at a desk for a duration of six hours per day, up to two hours at a time. Frequent contact in person or by telephone with uncooperative or hostile persons who owe a debt to the state of Oregon. Occasional travel is required.

## **SECTION 5. GUIDELINES**

**List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

- Oregon Revised Statutes and Administrative Rules
- Oregon Accounting Manual
- Internal Revenue Code and Regulations
- Federal Bankruptcy Act
- Personnel rules and collective bargaining agreement
- Department of Revenue Policies and Procedures including desk procedures
- State and Federal Court Decisions and disclosure laws
- Attorney General advice

#### **How are these guidelines used?**

- Used to understand and explain the complexities of collecting of state debt to agents/employees, attorneys, CPAs, employers, and the general public.
- Referred to for proper handling of confidential information and debtor related documents
- Referred to for proper handling of grievances and discipline
- Referred to for proper legal handling of personnel issues within the unit
- Assure actions of self and subordinates follow expected agency behaviors

## **SECTION 6. WORK CONTACTS**

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

<b>Who</b>	<b>How</b>	<b>Purpose</b>	<b>How Often?</b>
Division Management Team	In Person, by mail, email or telephone	Review program goals and policies	Regularly
Other Collections Division Managers	In Person, by mail, email or telephone	Plan use of resources and ongoing Management Resources	Daily
Other Department Supervisors	In Person, by mail, email or telephone	Coordinate activities that impact other divisions	Daily
Section Personnel	In Person, by mail, email or telephone	Inquire of and discuss/revise actions	Daily
Taxpayers/debtors; General Public; Employers; Attorneys; Corporation Officers; Federal, State and Local Agencies	In Person, by mail, email or telephone	Resolve program issues and questions	Daily

## **SECTION 7. POSITION RELATED DECISION MAKING**

**Describe the typical decisions of this position. Explain the direct effect of these decisions.**

Flexibility is required to manage procedural or priority changes on short notices. Skills to manage a large work force that requires high production with good quality work.

A demonstrated ability to communicate verbally and in writing. Ability to handle irate and uncooperative persons and defuse potentially volatile situations involving hostile or emotional persons. May be subject to profanity. Ability to make independent and immediate decisions under pressure. Demonstrate working knowledge of state and federal collection and bankruptcy laws.

A demonstrated knowledge of collection investigation and enforcement techniques, including legal procedures. Knowledge of laws, rules, and administrative policies relating to Revenue programs administered by the Department of Revenue.

## SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Revenue Manager 2	6572000	In Person, by mail, email or telephone	Regularly	for timeliness, accuracy, soundness of judgment, and compliance with laws and policies

## SECTION 9. OVERSIGHT

What are the oversight activities for this position?

Plan Work  
Assign Work  
Approves Work  
Responds to grievances  
Disciplines and rewards  
Coordinates schedules  
Hires and discharges  
Recommends hiring  
Gives input for performance evaluations  
Prepares & signs performance evaluations

## SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position may be exposed to Federal Tax Information (FTI) while carrying out official job duties. To follow IRS Publication 1075 requirements, this position will be required to complete a federal fingerprint-based background check every five years.

This position must be in compliance with all tax programs administered by the department to which the employee is subject and must make or have made satisfactory arrangements to pay any debt owed by the employee that is collected by the department

## SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
Collection	5000	General Fund

## SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

## SECTION 13. SIGNATURES

---

Employee

---

Date

---

Manager

---

Date

---

Appointing Authority

---

Date