

INCOME TAX AUDITOR

The City of Massillon is hiring an Income Tax Auditor for our Income Tax Department.

The position of Income Tax Auditor works under the direction of the Deputy Income Tax Administrator. This position provides customer service, contacts City of Massillon taxpayers to file returns or to make payments of taxes, assists in the examination of tax returns to verify accuracy and completeness of returns and maintains confidential tax records. Income Tax Auditor also performs other duties such as general administrative support.

Job Duties

- Greets the public, answer phone, aid and answer tax payer questions; resolve routine conflicts and refer non-routine or complex matters to a supervisor
- Open and distributes mail
- Determines tax liability for individuals and businesses according to City ordinances
- Handles money and makes daily deposits
- Process delinquency documents including letters of collection, prepare follow-up documents requesting additional information or balance due
- Collects and complies data from a number of sources to identify City of Massillon residency or business operations in the City of Massillon
- Collects and confidentially stores financial records and information from individual / business
- Maintains comprehensive and current record keeping
- Upholds and continues confidentiality of tax information by following the rules of proper filing and sharing of information
- Finds resolution by investigating, understanding income tax and working while maintaining absolute customer service
- Works directly with departments of the City of Massillon to ensure the process of tax registration is met
- Any other similar and/or related duties deemed necessary by the Director of Income Tax or Mayor

Experience / Education Required

Candidates for hire must successfully complete a pre-employment background check and drug test prior to appointment.

- Must have a High School Diploma or GED
- 3 years of experience in an administrative role or financial role (bookkeeping, tax preparation, administrative)

- Proficient user of Microsoft Office
- Ability to make mathematical calculations based on financial data and have a general understanding of accounting practices
- Ability to identify complex problems and create resolutions that are in line with policy
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- Must have an equivalent combination and experience to demonstrate possession of the required knowledge, skills and abilities to perform the duties of this position.
- Must have the ability to perform calculations with accuracy and demonstrate general math aptitude.
- Must possess good customer service skills, including the ability to deal with the public with tact and diplomacy, to answer routine and complex questions and to resolve routine and complex issues or conflicts with little to no supervisory intervention.
- Must be able to work in a sustained manner involving a variety of assignments
- Must possess good oral and written communication skills including telephone etiquette
- Must have the ability to establish and maintain effective working relationships and communicate effectively with City employees and the public.

Pay

\$17.00-\$19.37 depending on experience

To Apply

Please apply on our website at <https://massillonohio.gov/jobs/employment-application-non-fire-police/> or through the job posting on Indeed.

The City of Massillon celebrates its differences and diversity.
We are an Equal Opportunity Employer.