



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505

Classification Description

DEPUTY DIRECTOR OF COMPLIANCE

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Deputy Director of Compliance	X63332	90	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose of Position

The Deputy Director of the Compliance Division is responsible for the collection of delinquent tax liabilities. All aspects of taxpayer assistance including customer service functions of five walk-in district offices and a large volume blended inbound and outbound call center.

Nature of Work

The Deputy Director of Compliance, sets direction and develops collection and compliance policies and procedures for approximately 52 tax programs administered by TRD. Provides executive management over five district taxpayer service "walk in" offices and the major blended call center for TRD. Incumbent ensures the collection and compliance activities are conducted within budget provided and according to law. Participates on multi-state national committees and/or workgroups related to state and federal tax administration and regulations.

Distinguishing Characteristics

Note: The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Oversees the performance of Bureau Chiefs, staff managers, collectors and revenue agents; including staff training and feedback.
- Organizes, plans and completes department objectives assigned to the Division, within budget and in accordance with statute.
- Leads collection and compliance managers (typically at the the Bureau Chief level) to ensure collection issues are resolved in a manner that is consistent with tax laws and regulations.
- Ensures that collection and compliance policies and procedures are up to date, consistent with changing tax laws and are administered in a fair, consistent, and even handed manner.

General Characteristics

Any one position may not include all General Characteristics listed nor is this inclusive of all General Characteristics possible for the Deputy Director of Compliance.

Scope and complexity of responsibility: *Comprehensive*. Assigned objectives are broadly defined by statute, grant, and agency mission. Requires defining objectives, scope, and policies. Integrates the activities between divisions and high-level areas within state agencies. Develops goals, objectives and organizational plans for mission accomplishment.

Types of employees managed: The Deputy Director of Compliance is assigned

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comprehensive and diverse staffing resources of mid-level managers and senior professionals.

Financial accountability: Objectives managed have an **extensive** relationship to the mission of the total organization.

Strategic planning/decision challenge: Managing objectives generally **requires exhibiting a wide mental grasp of broad-ranging concepts and circumstances**. Problem solving requires analysis and evaluation of the facts, issues, and circumstances. Alternative solutions and the relative benefits/consequences must be considered when making decisions. Develops goals for Strategic Plan within area of responsibility. Consults with community leaders and legislative bodies.

Manager Concept

The Deputy Director of Compliance administers resources and operational activities to ensure delivery of products and services to citizens, customers, clients, etc.

Determines objective resource needs and allocates them within financial parameters. The organizational unit (bureau or division) managed represents **a diverse part of the department's total operations**.

Minimum Qualifications

A Master's Degree in any field of study from an accredited college or university and eight (8) years of professional level experience with a strategic impact directly related to the purpose of the position defined by the agency at the time of recruitment. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling fourteen (14) years may substitute for the required education and experience. The Taxation and Revenue Department will designate a portion of the required experience to include management and/or specialized experience. Any required licensure, certification (such as a CPA, certified public accountant; or a Customer Service Professional designation) or registration shall be defined at the time of recruitment and will be in addition to the above requirements.

Statutory Requirements

If a Statutory Requirement is associated with this position, it will apply.

Conditions of Employment

Working Conditions for the position will vary based on agency utilization, essential functions, and the recruitment needs at the time a vacancy is posted.

Default FLSA Status: *Exempt*.

Bargaining Unit: N/A

Developed: 8/29/2013

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.