



EXCISE TAX REVENUE AGENT

This objective level position will join a group of three to five revenue agents in a unit of 10 to 12 revenue agents and auditors responsible for administering Wisconsin excise tax laws. Excise taxes include motor vehicle fuel, alternate fuel, general aviation fuel, petroleum inspection fee, alcohol beverage, tobacco products and cigarette taxes. You will learn Wisconsin excise tax laws, refund claim and registration procedures, and effective approaches to interacting with taxpayers. You will provide taxpayer assistance on excise tax related issues, prepare assessments and refunds for taxpayers, assist with excise tax registration, cigarette and tobacco tax reports and refund claims, and process motor fuel tax refund claims. You will have the opportunity to contribute ideas for improvements and new approaches to excise procedures. The ability to prioritize tasks, remain organized, and manage time effectively is key.

Activities include:

- examine current year excise returns, reports, and refund claims to ensure that all correct forms are included, complete, and compliant with Wisconsin tax laws. Sufficient information must be provided to support refunds claimed, and all necessary supporting documents must be submitted
- examining multiple years or periods of tax returns, reports, and refund claims for proper application of the Wisconsin tax laws
- acquiring additional information from taxpayers when needed
- preparing assessments and refunds
- assisting and educating taxpayers
- assisting with tax program updates and improvements
- participating in special projects and assignments, including quality improvement and ongoing training and development

To perform these activities effectively, revenue agents will:

- effectively communicate, both written and verbally, with internal and external customers
- write procedural documents
- attain technical knowledge related to excise projects
- know and understand policies and procedures to complete excise projects
- perform special assignments such as preparation or presentation of training seminars or participation on project teams that may cross section/bureau lines