Under general direction of the Compliance Bureau Director, this position serves as the Deputy Bureau Director with full authority to direct operations of the Compliance Bureau in developing and implementing business strategy for maximizing compliance with Wisconsin tax laws.

This position will apply effective management tools to develop strategic objectives, develop and analyze performance metrics, law change proposals, and bureau policy and procedures. This position will develop and lead strategic initiatives, and ensure staff are adequately trained and supported to implement strategy across the bureau. An activity critical to this position is the collection, management, and analysis of data related to Compliance Bureau activities.

This position also supervises the bureau Program and Policy Analyst Advanced, and a Revenue Management Supervisor in the Program Analysis and Automation Unit responsible for managing Agency Collection Programs, telephone systems, training initiatives and technology systems analysts. This position will be involved in managing and planning systems enhancements with a goal of operating efficiently, increasing collections, or reducing costs.

**TIME %**

**GOALS AND WORKER ACTIVITIES**

50%  
A. Serve as Deputy Director in administering all activities related to Compliance Bureau programs.  
A1. Develop strategic objectives aligned with maximizing overall tax collection and increasing voluntary compliance.  
A2. Work with bureau section chiefs to establish performance measures which correlate to strategic objectives and build reports to collect timely data on those measures.  
A3. Lead or facilitate teams in developing and implementing tax compliance initiatives which align with strategic objectives.  
A4. Coordinate with other bureaus to implement changes to tax forms, additional taxpayer education, and legislative recommendations to improve voluntary compliance.  
A5. Research tax compliance and enforcement-related issues and best practices in other states and jurisdictions.  
A6. Propose, develop, draft, and implement legislative changes.  
A7. Develop and implement bureau-wide policies and procedures to ensure consistent implementation of strategy.  
A8. Manage development of training programs, resources, templates, and tools.  
A9. Serve as backup for managing day-to-day operations in the absence of the Compliance Bureau Director.  
A10. Other duties as assigned

30%  
B. Collection, management, and analysis of data for strategic decision-making.  
B1. Analyze statistical data to determine the optimal allocation of Compliance Bureau resources for maximizing overall tax compliance.  
B2. Identify additional data that can be used to enhance selection of accounts that will have the greatest return on collection efforts.  
B3. Present data-driven recommendations to Bureau Director for strategic planning.  
B4. Provide bureau statistics and information to division and agency management.

20%  
C. Supervision of staff.  
C1. Conduct performance evaluations and coach and mentor staff.  
C2. Respond to employee requests for leave, changes in assignments, complaints and grievances.  
C3. Recommend/initiate personnel actions (hiring, reclassification, reallocation, competitive promotional examinations, etc.) as needed to ensure appropriate and effective allocation of staff resources and compensation of employees.  
C4. Review and approve employee administrative reports such as time and expense reports.  
C5. Support and implement agency affirmative action policies and plans in all aspects of personnel administration.
KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to manage and effectively analyze large quantities of data

2. Ability to lead collaborative efforts

3. Ability to solve problems innovatively

4. Strong analytical skills, ability to synthesize complex or diverse information, use intuition and experience to complement data, and design work flows and procedures

5. Knowledge of strategic planning and performance measurement

6. Skill in process reengineering and integration of systems

7. Project management skills

8. Knowledge of business process reengineering and integration of systems

9. Skill in leadership and managerial principles, ability to inspire and motivate others to perform well, and effectively influence actions and opinions of others

10. Administrative, managerial, and supervisory skills including supervision, personnel management, affirmative action, program management, and budgeting

11. Knowledge of legislative process, including drafting tax laws and forms

12. Knowledge of federal and Wisconsin tax laws and forms

13. Knowledge of quality customer service techniques and principles

14. Knowledge of business management principles

15. Ability to write technical information concisely and effectively

16. Excellent oral and written communication skills, public speaking skills, and customer service skills

17. Knowledge of department’s equal employment opportunities and affirmative action policies and employee assistance program