



*Ohio's Leader in Municipal  
Tax Collection & Administration,  
Serving Taxpayers & Local  
Governments **Since 1971***

### **JOB OPPORTUNITY**

We are looking for quality-focused, detail-oriented individuals who possess initiative to join our growing team!  
Resumes will be accepted **through August 19, 2022** (end of business day, 5:00 PM)

**Start date: September 6, 2022**

**JOB TITLE:** CUSTOMER SERVICE AUDITOR 1  
**CLASSIFICATION:** NON-EXEMPT  
**GRADE:** GRADE 7 (starting pay \$19.25/hr.)  
**DEPARTMENT:** TAXATION  
**REPORTS TO:** CUSTOMER SERVICE MANAGER  
**LOCATION:** YOUNGSTOWN

**About the Role:** The purpose of this position is to assist in the administration of municipal income tax filed and paid by individual taxpayers. This position involves training to develop an understanding of municipal income tax filing and payment requirements for individuals in order to properly review returns, respond to correspondence, and provide quality customer service. A Customer Service Auditor 1 is an entry level position in the Individual Tax Department that receives upfront and ongoing training from senior staff members in order to efficiently and effectively field phone calls, process tax returns and otherwise assist individual taxpayers and tax preparers. Ideal candidates will possess good math aptitude, analytical ability and excellent communication skills. Degree preferred but not required. Personal income tax knowledge is a plus.

**About RITA:** RITA is an OPERS employer that offers low monthly premiums for health benefits for employees, spouses and dependents with no monthly cost for dental and vision coverage. Additional benefits include paid vacation and paid sick leave. An additional 3 days of personal time are available each year on employee's anniversary of date of hire.

**Work Environment:** You will be assigned to work primarily out of RITA's Youngstown office, with the opportunity to work a blended schedule, meaning some days in the office, some days working from home. Our dress when in the office is professionally casual – jeans are welcome. We thrive on collaborative work, and we are best as a team with each person doing their part.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS**

Ohio's municipal income tax involves two separate types of tax for individuals – residence tax for individuals that live in an Ohio municipality that has an income tax, and employment tax for individuals that work in an Ohio municipality that has an income tax. Employees in this position are trained to understand the different filing requirements, tax system account types and related components and transactions for individual taxpayers that either live in or perform services within a RITA municipality.

1. Provides customer service to taxpayers, tax professionals and attorneys via in-person taxpayer assistance, telephone, and/or by responding to service requests (SRs - web email, faxes, and letters) in order to answer routine questions and resolve simple discrepancies concerning municipal income tax statements or general account information.

2. Reviews information provided by taxpayers and/or tax preparers and prepares basic municipal income tax returns once sufficient information is provided by taxpayers or their representatives, with the assistance of senior Individual Tax Auditors as needed.
3. Reviews, corrects and edits basic individual municipal income tax returns. Reviews forms, returns and supporting documentation for accuracy, completeness and compliance with applicable municipal tax ordinances and Agency policies.
4. Negotiates payment arrangements with taxpayers, with the assistance of senior Individual Tax Auditors as required.
5. Keys individual tax returns.
6. Performs other related work as assigned.

This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, the Agency reserves the right to revise the job or to require that other or different tasks be performed as assigned.

**Physical Requirements:** The individual assigned to this position must be able to complete all physical requirements of the job, with or without a reasonable accommodation, which include, but are not limited to the following:

- Must be able to remain in a stationary position 50% of the time.
- Occasionally moves about inside the office to access file cabinets, office machinery, etc.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.

**About You:**

- High school diploma or GED; supplemented by college level courses or vocational training in business administration.
- At least one (1) year previous experience and/or training involving customer service; or an equivalent combination of education, training, and experience.

**How to Apply:** Please submit your resume to [RITAJobs@ritaohio.com](mailto:RITAJobs@ritaohio.com) no later than 5 PM on August 19, 2022. Only qualified individuals being considered will be contacted for an interview.

*The Regional Income Tax Agency (Agency) is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel decisions are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic. In compliance with the Americans with Disabilities Act, the Agency will seek to provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Agency.*