



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 **August 9 through August 20, 2021** (end of business day, 5:00 PM)

**JOB TITLE:** CUSTOMER SERVICE AUDITOR 1  
**CLASSIFICATION:** NON-EXEMPT  
**GRADE:** GRADE 7 (starting pay \$18.69/hr.)  
**DEPARTMENT:** TAXATION  
**REPORTS TO:** CUSTOMER SERVICE MANAGER  
**LOCATION:** WORTHINGTON

**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 Worthington 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. Provide quality customer service, both verbal and written, to taxpayers and tax preparers assisting callers and responding to correspondence to answer questions and resolve discrepancies concerning income tax filing and/or payment requirements, tax due liability statements, and general taxpayer account information. Meet the department's established customer service goals and quality requirements.

2. Process, correct and edit municipal income tax returns and payments from individual taxpayers. Review forms, returns and supporting documentation for accuracy, completeness and compliance with applicable municipal income tax law and RITA policies. Meet the department's established processing goals while maintaining related quality standards.
3. Understand Individual Income Tax Department functions, including applicable municipal income tax law, specific requirements of RITA member income tax ordinances and rules & regulations (as applicable), RITA website applications and RITA municipal income tax form preparation requirements. Is able to differentiate between, and correctly calculate, residence tax and employment tax for individuals.
4. Review information provided by taxpayers and/or tax preparers for given tax years; prepare related municipal income tax returns once sufficient information has been received from taxpayers and/or tax preparers.
5. With assistance from senior staff and/or department management, keep abreast of current municipal income tax law and/or municipal ordinances and rules and regulations, along with related department processes and procedures.
6. Utilize a variety of standard office equipment, computer programs and computer systems in the completion of essential functions including but not limited to telephone, facsimile, photocopier, adding machine, and personal computer with Microsoft Office functions, including Word, Excel spreadsheet and/or database software, call center software, internal and external Email, imaging system, internet browsers and RITA tax system.
7. Performs related work as directed.

**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 20, 2021. Only qualified individuals being considered will be contacted for an interview.

*The Regional Income Tax Agency (Agency) is an Equal Opportunity Employer. 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.*