



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

JOB OPPORTUNITY

We are looking for individuals who are coachable, with strong communication and active listening skills to join our growing team!
Resumes will be accepted through **May 15th** (5 PM)

JOB TITLE: CUSTOMER SERVICE AUDITOR
CLASSIFICATION: NON-EXEMPT
GRADE: 1 (starting pay \$21.89/hr.)
DEPARTMENT: TAXATION
REPORTS TO: CUSTOMER SERVICES MANAGER
LOCATION: Cleveland Heights (HYBRID)

***Upon successful completion of your initial 180-day Introductory Period, the hourly rate will be increased to \$22.37/hr. (an additional \$1,000 annually) and you will receive 3 Personal Days (24 hours).**

About RITA: Our **Mission** at RITA is to provide Ohio cities and villages with a high quality, cost effective municipal tax collection service. We currently serve nearly 400 cities and villages across the State of Ohio, collecting and distributing more than \$2.5B of municipal income tax revenue annually, at an average cost in 2025 of just over one cent of every dollar collected. These income tax dollars are crucial to the provision of the public safety, infrastructure and recreational services that make these cities and villages great places to live, work and do business. At RITA, we work hard to fulfill our **Mission** to the Ohio cities and villages we serve and strive to be the best and top choice for municipal tax collection in Ohio.

RITA Benefits: 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. The Agency makes bi-annual contributions to employees' Health Savings Accounts. Additional benefits include paid vacation and sick leave, including for mental health and for time to volunteer, along with 3 personal days provided on the anniversary of the employee's hire date. The initial 3 personal days are provided upon successful completion of the 180-day Introductory Period and then again at the second anniversary and each anniversary thereafter. Employees also have access to an employee assistance program, which offers many services including digital Cognitive Behavioral Therapy (dCBT), benefits and claims advocacy services, and assistance with other matters, such as childcare, mental health and legal assistance.

Work Environment: Enjoy the flexibility of a blended work schedule – a mix of in-office and work-from-home days – at RITA's Cleveland Heights office. The Agency values flexibility that works both ways. Where possible, we seek to work with our employees to meet their needs while still providing excellent service and fulfilling our **Mission**. 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. There are plenty of opportunity for job growth within the Agency; Career growth and development is encouraged and supported.

About the Role: Under general supervision, the purpose of this entry level position is to interact with taxpayers to address their concerns, answer their questions and assist with their tax filing needs. Customer Service Auditors will be required to assist in the completion of municipal income tax returns primarily via telephone but may include in-person assistance and/or responding to service requests (email, faxes and letters). Initial training (6 months) will be based at the Brecksville office or a combination of the Brecksville and Cleveland Heights locations.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Provides customer service to taxpayers, tax professionals and attorneys primarily via telephone, but also through in-person taxpayer assistance, and/or by responding to service requests (email, faxes, and letters) 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.
- Frequently communicates with tax payers, members, etc. who have inquiries about their accounts. Must be able to exchange accurate information in these situations.

About You: High school diploma or GED; supplemented by college level course or vocational training in business administration, and by up to 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 no later than 5 PM on May 15th. 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.