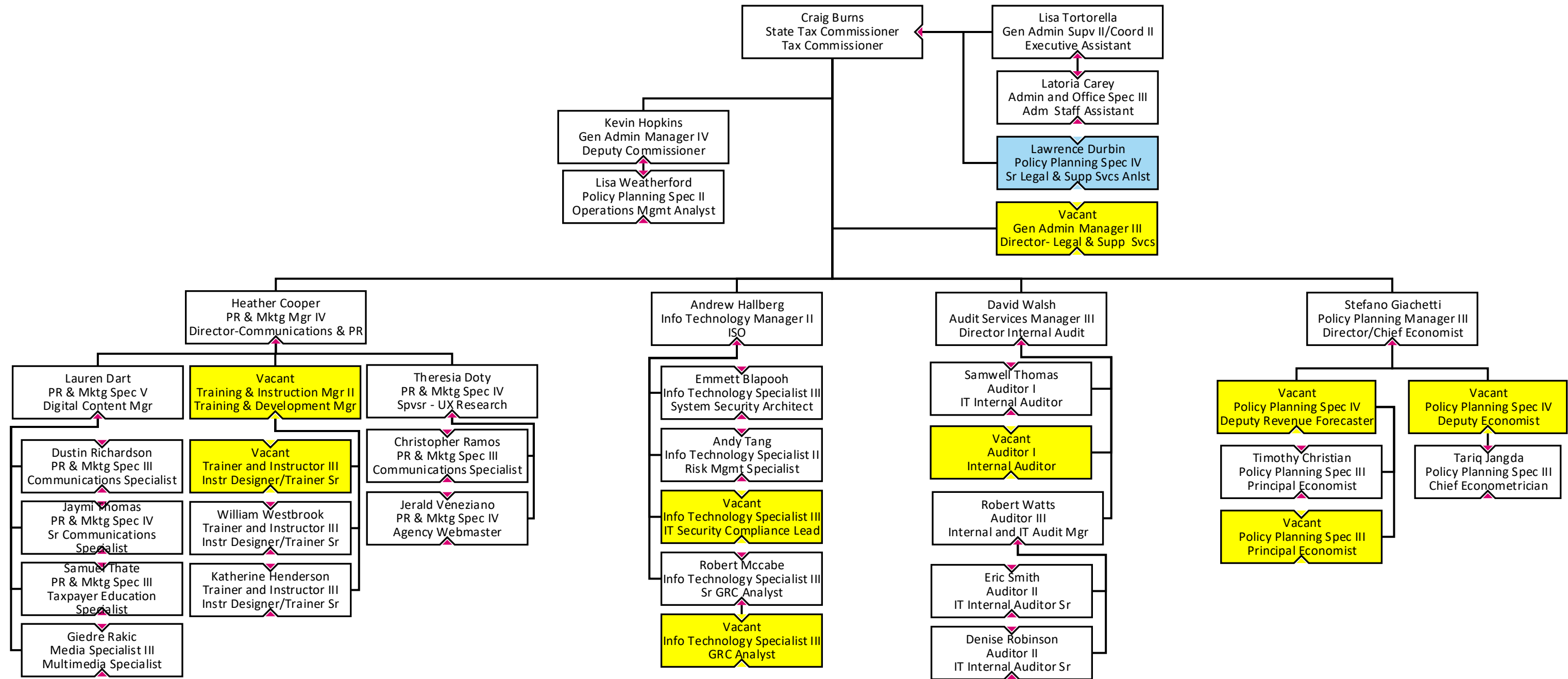


 Leadership Team Members

1 - Office of the Commissioner

A – Communications, Information Security Office, Internal Audit & Revenue Forecasting

May 2023

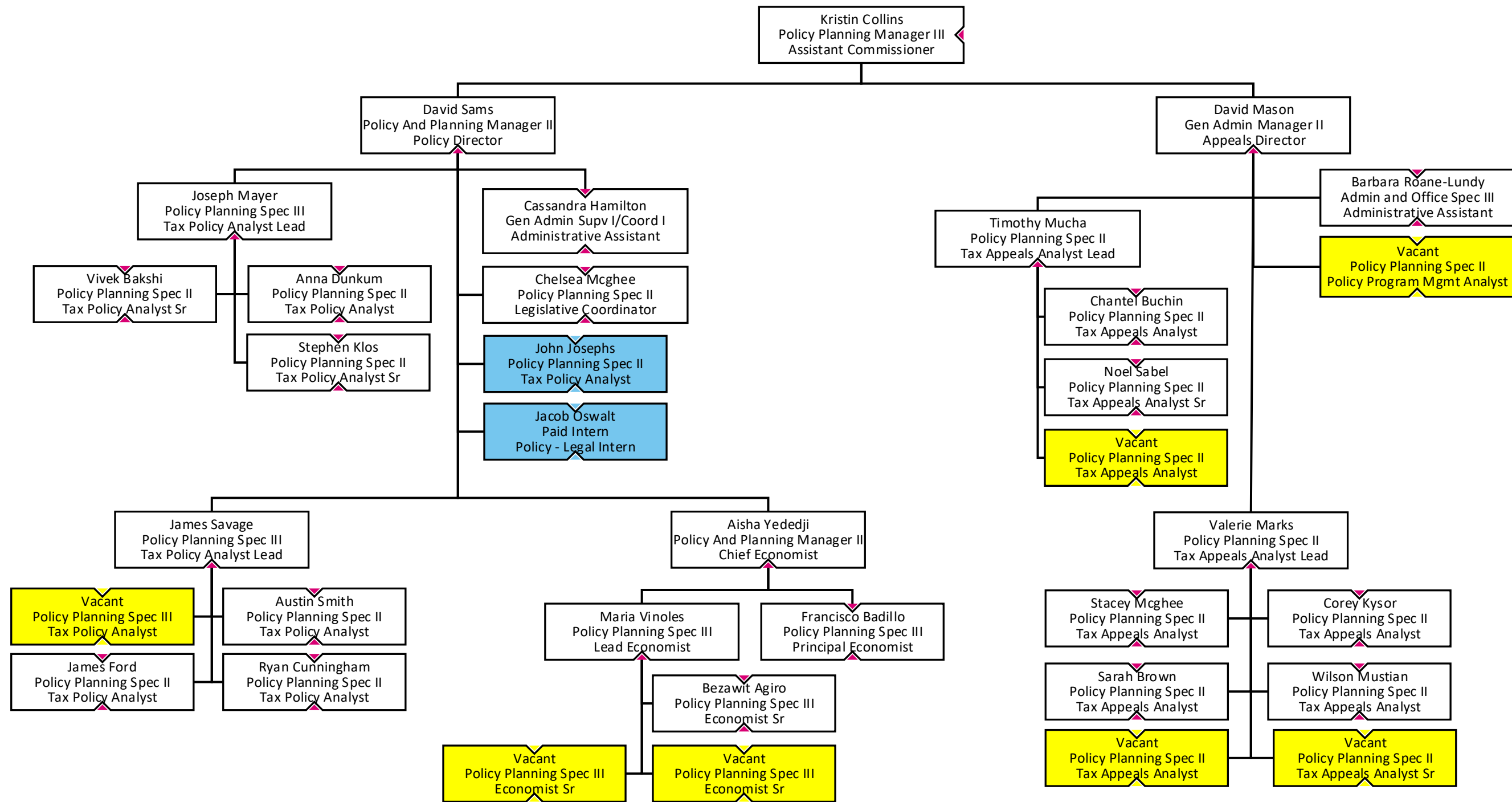


- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors



2 - Office of Tax Policy

May 2023

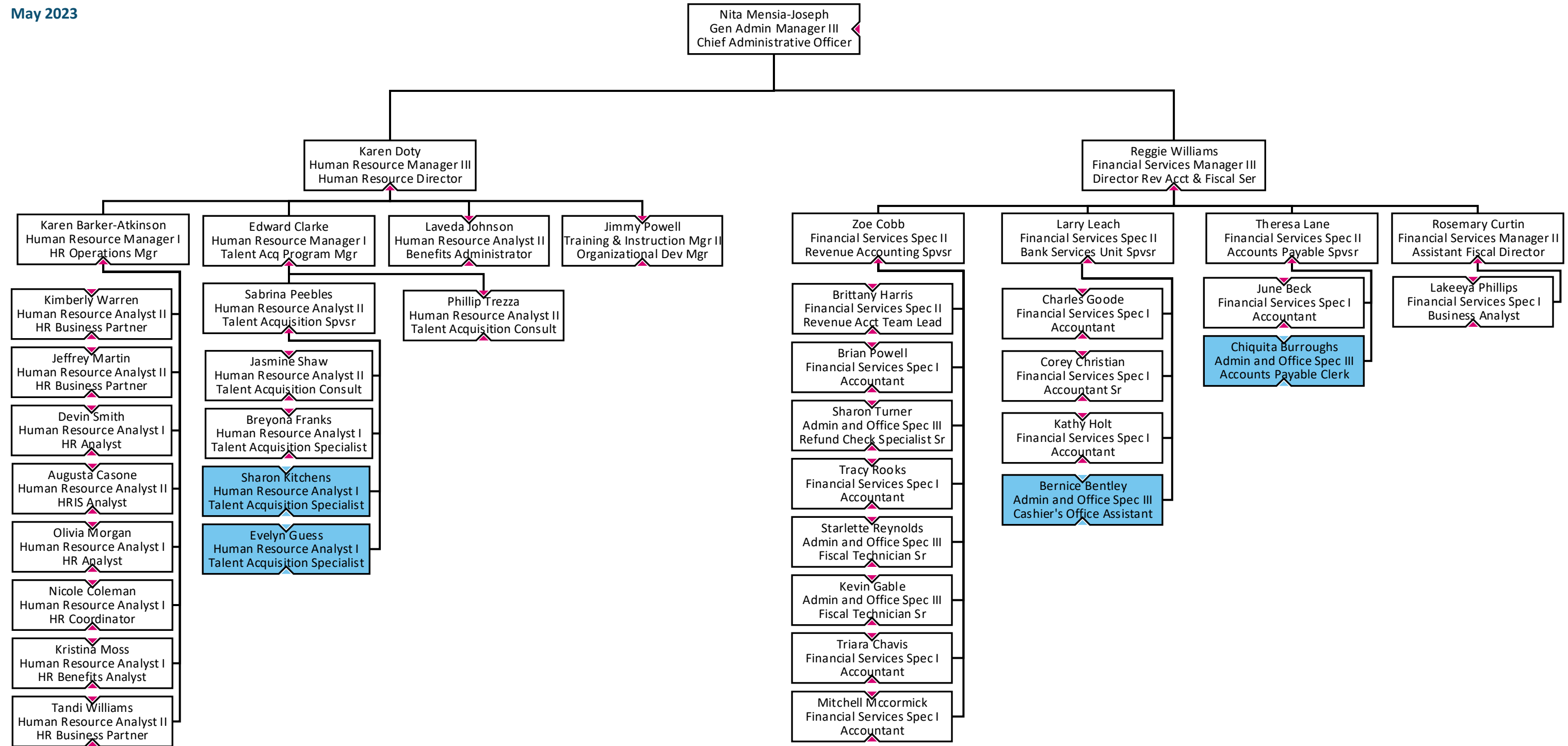


- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

3 - Office of Administration

A – Human Resources & Finance

May 2023

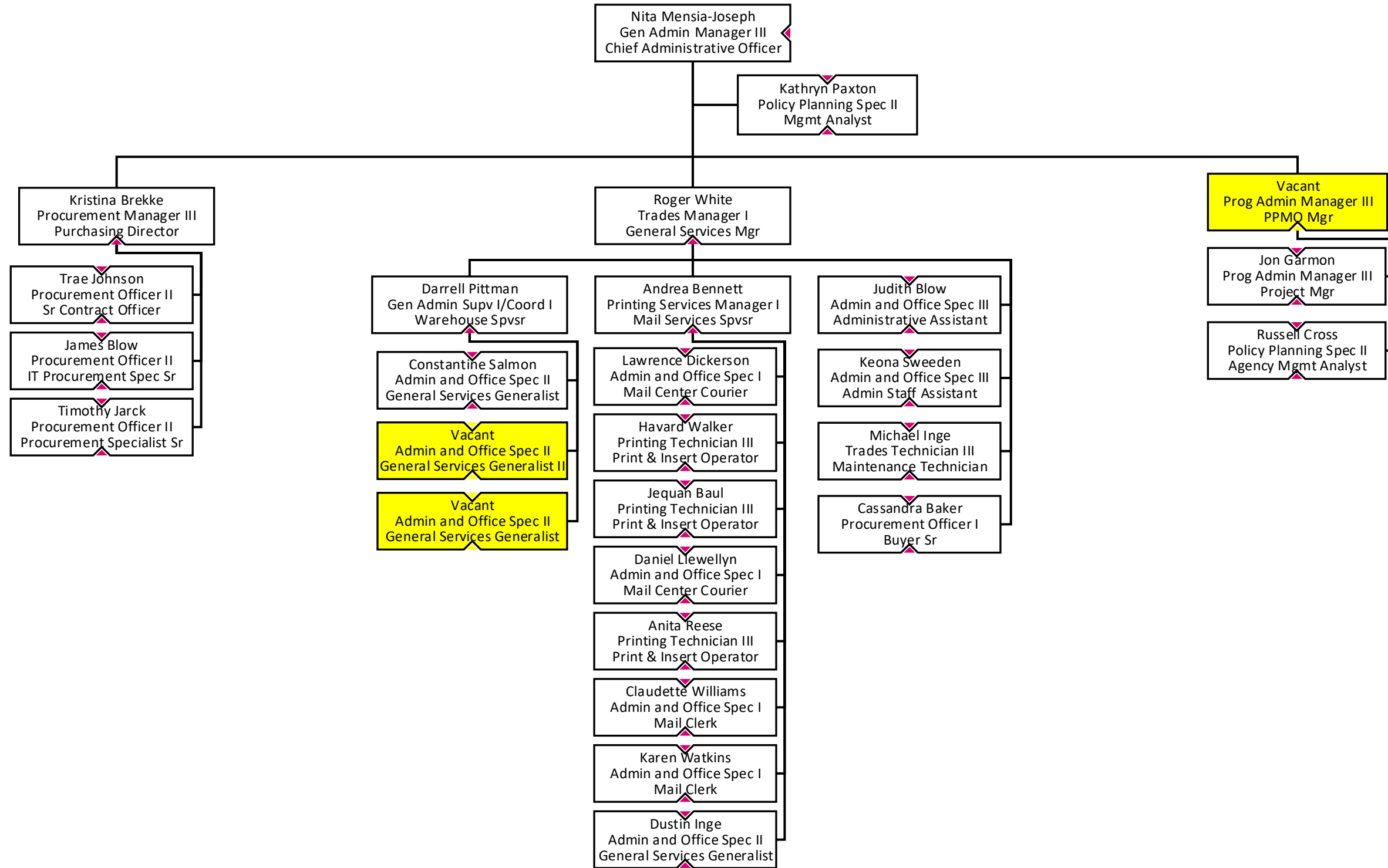


- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

3 - Office of Administration

B – Procurement, General Services & PPMO

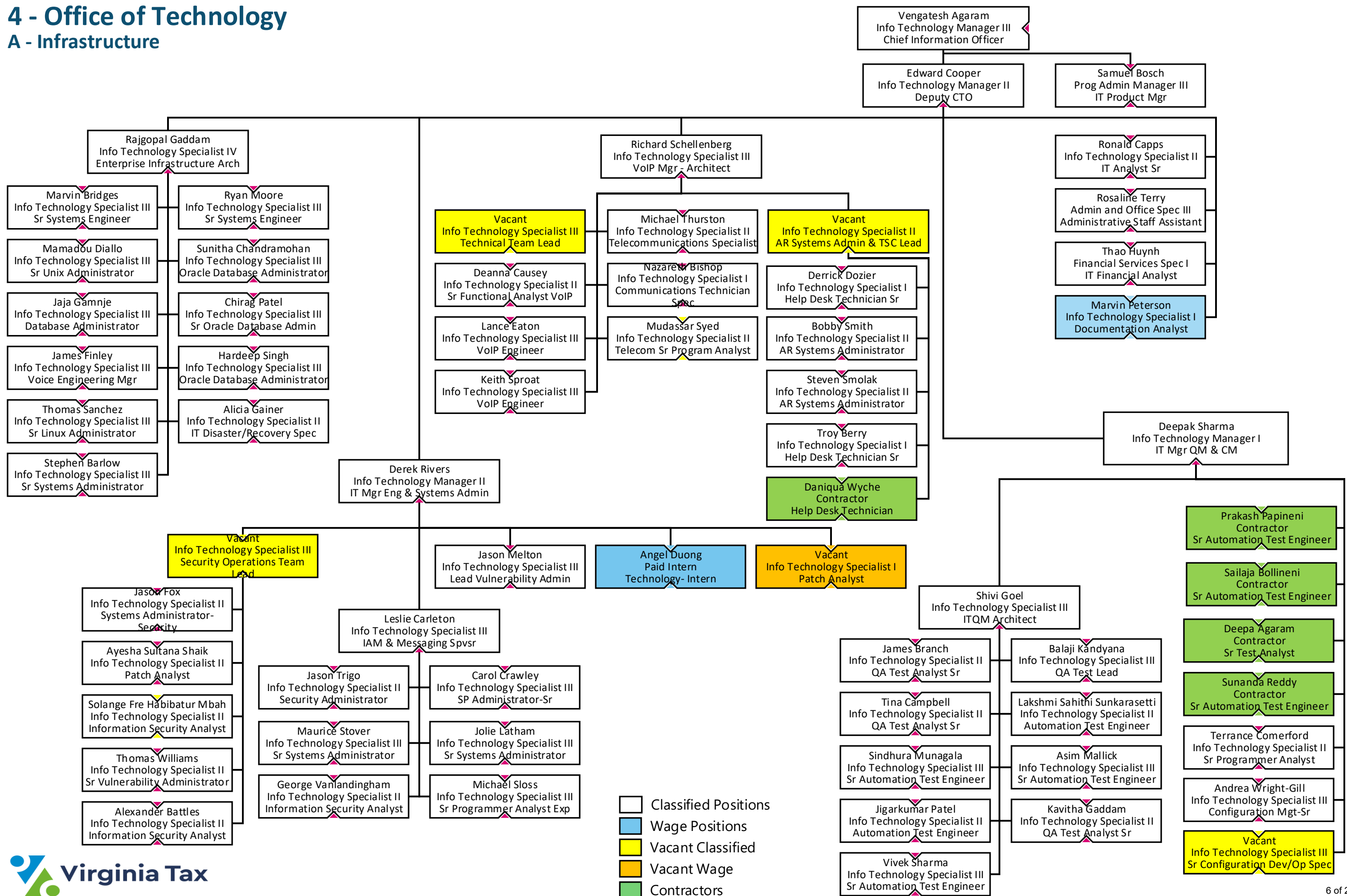
May 2023



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

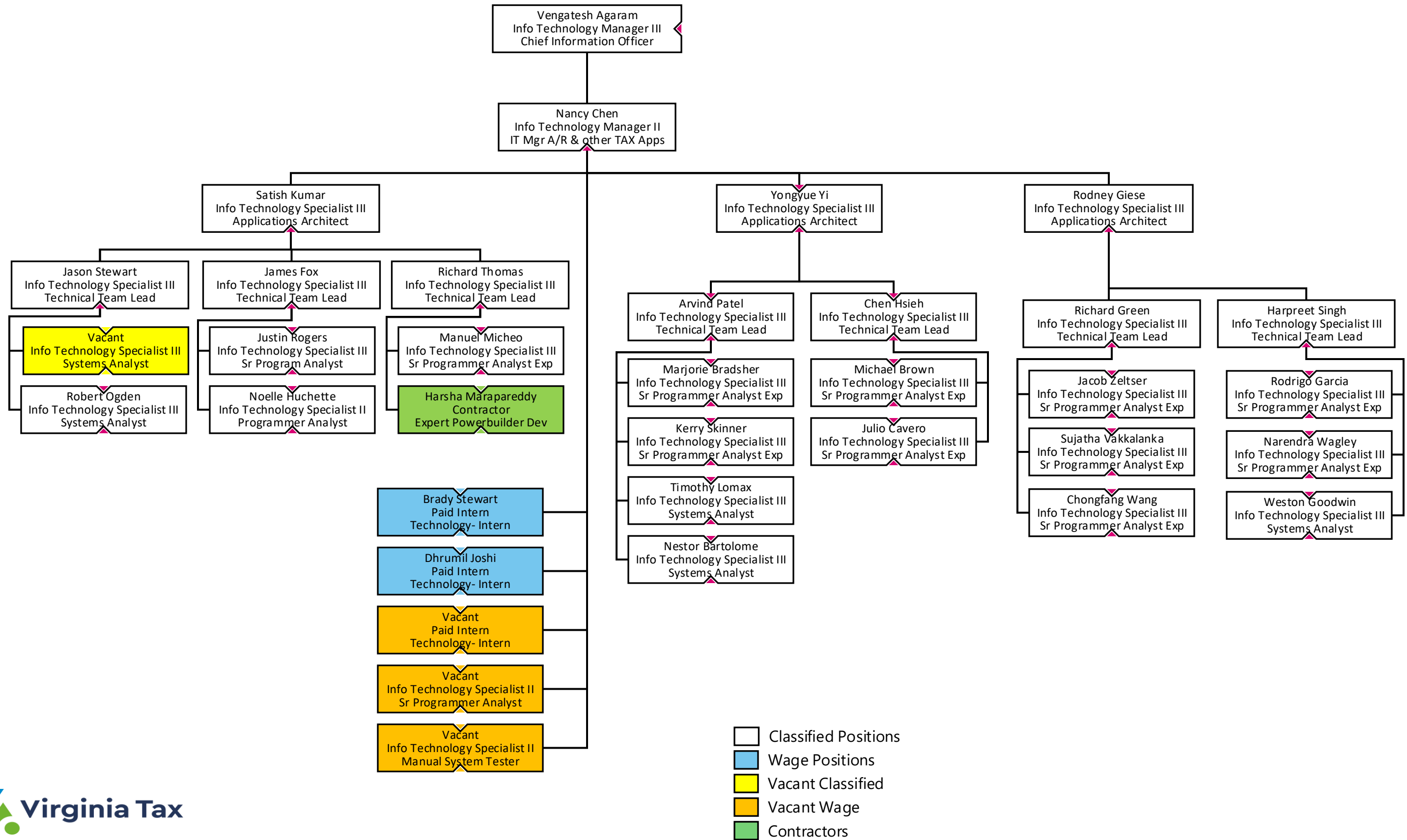
4 - Office of Technology

A - Infrastructure



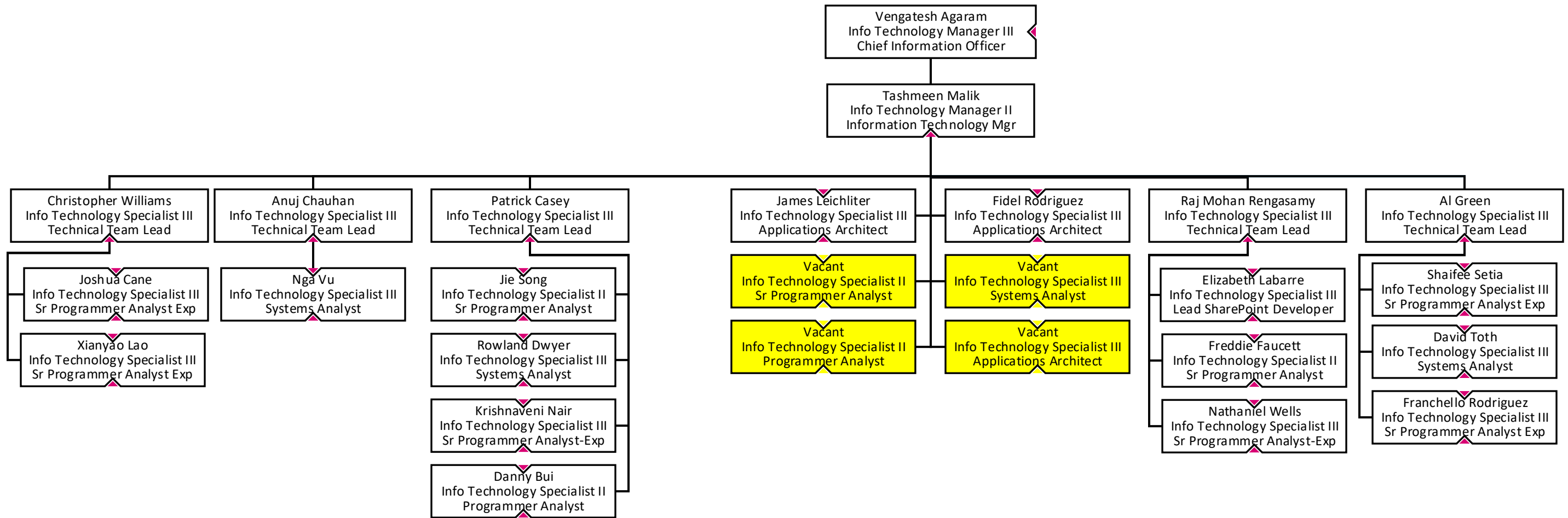
4 - Office of Technology

B – Internal Applications



4 - Office of Technology

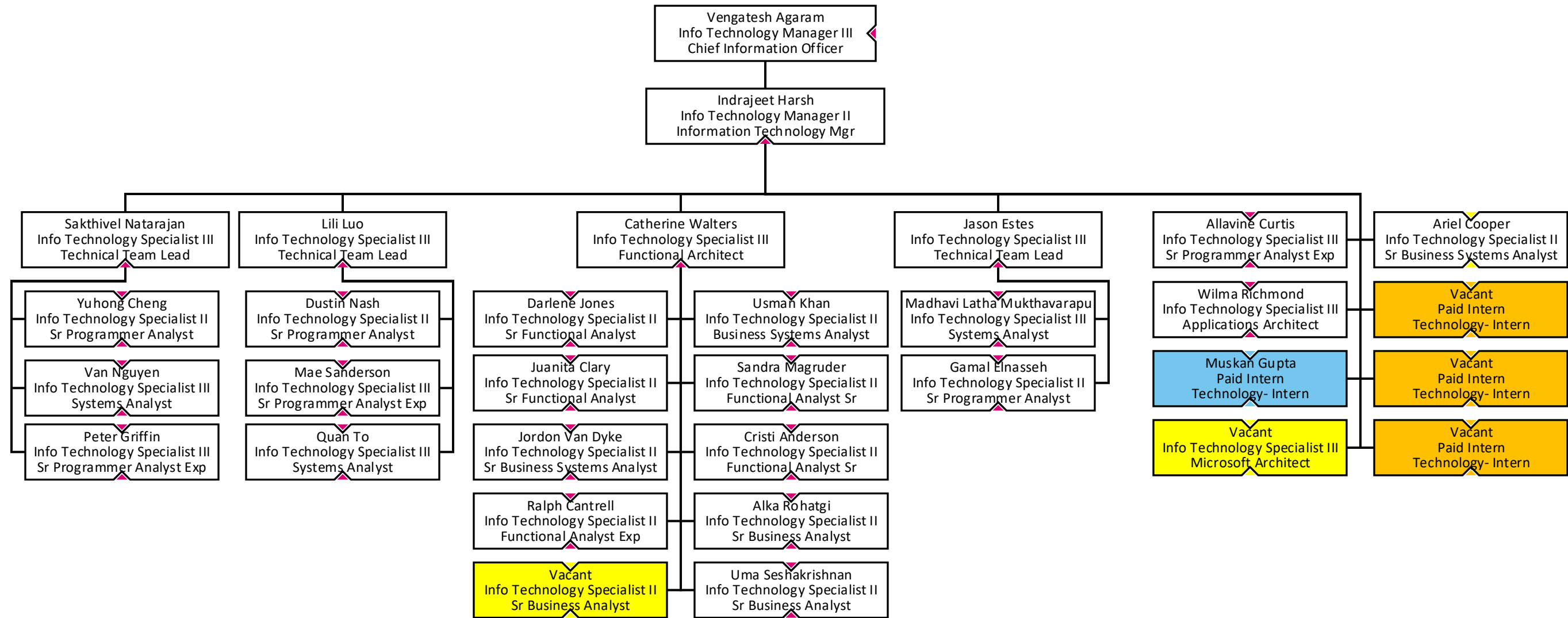
C – Web Applications



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

4 - Office of Technology

D – Interfaces, Reports & Business Analysis

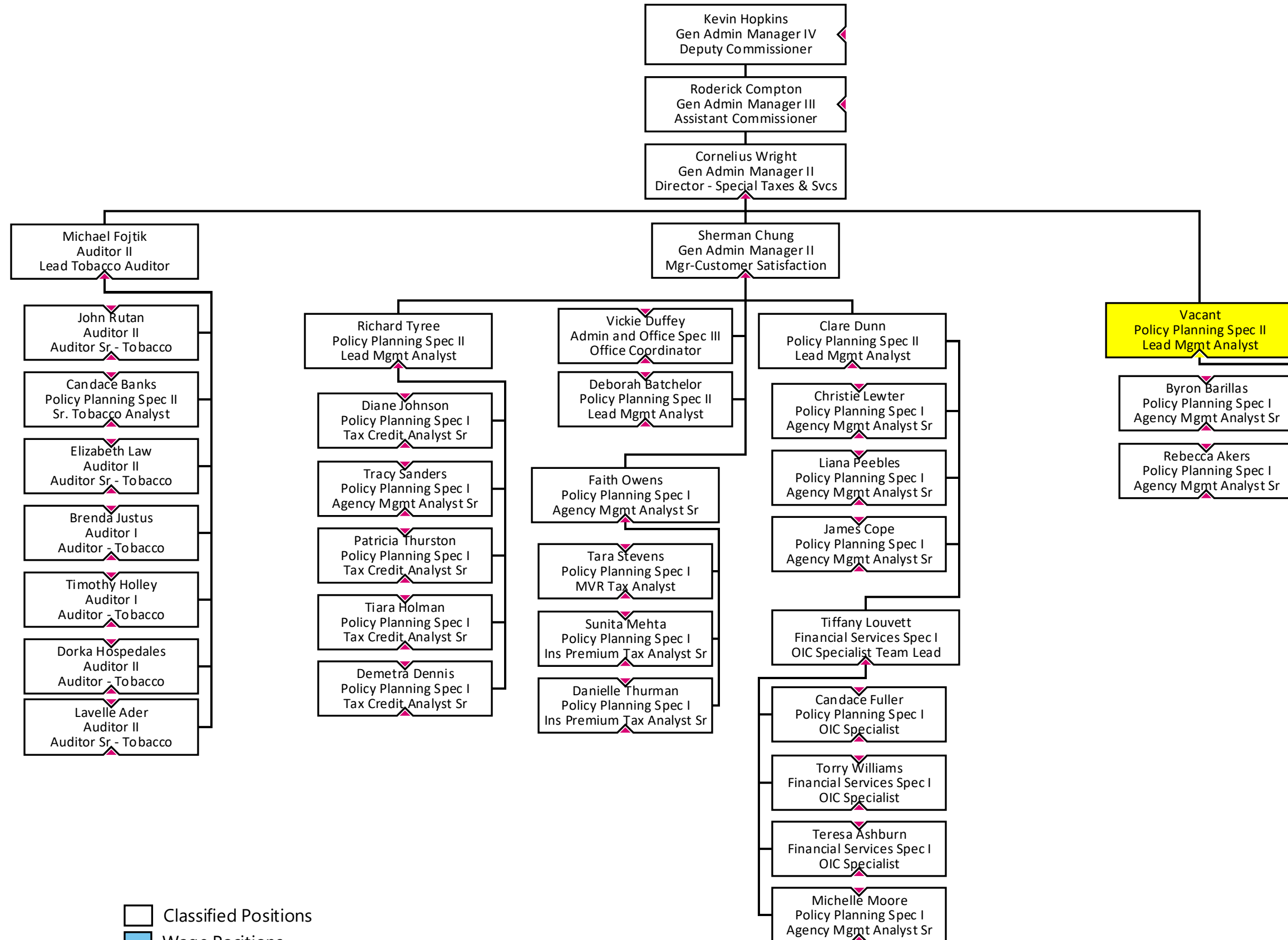


- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

5 - Office of General Legal and Technical Services

A - Special Taxes and Services

May 2023

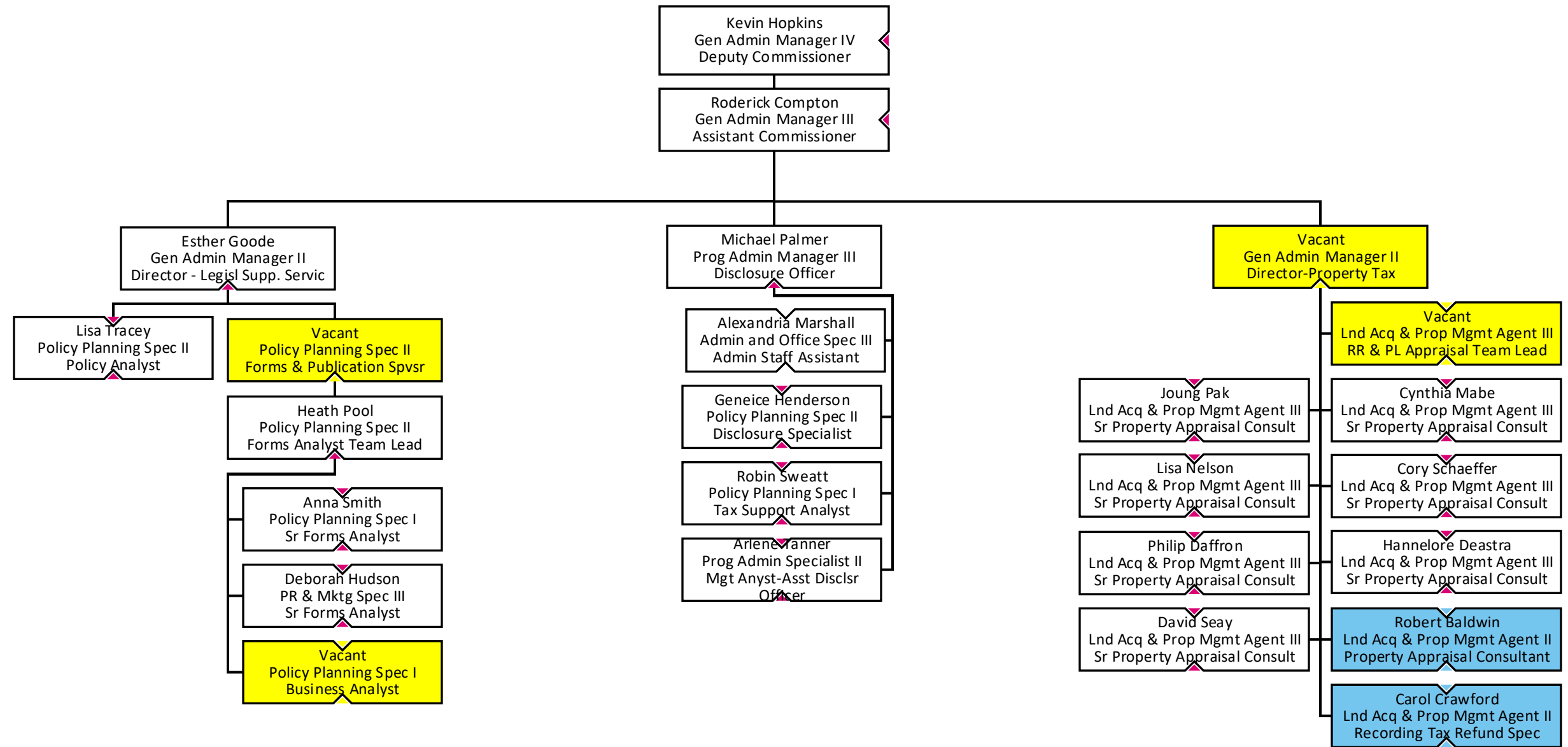


- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

5 - Office of General Legal and Technical Services

B - Legislative Support Services, Disclosure and Records Mgmt. & Property Tax

May 2023

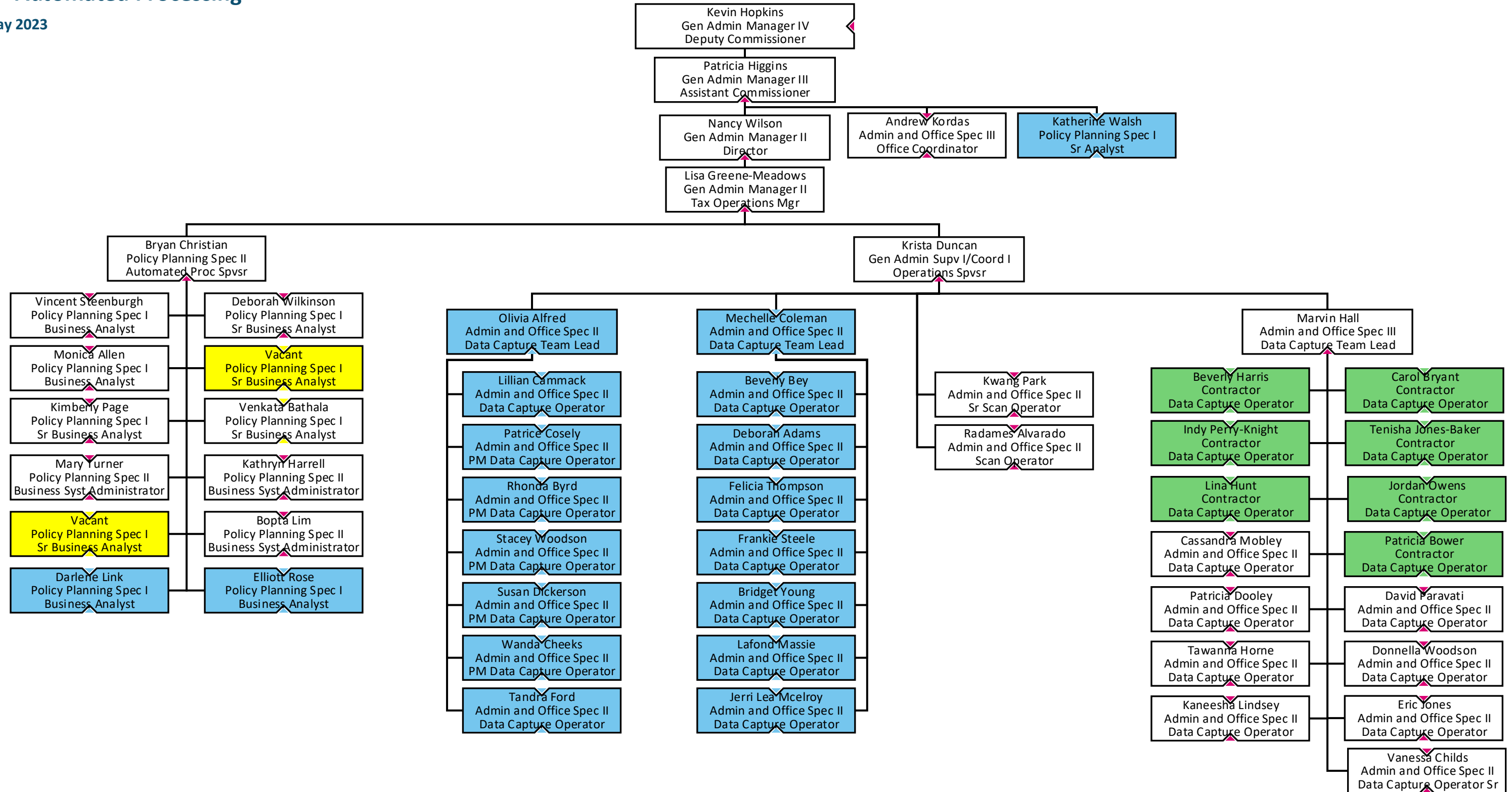


- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

6 - Office of Business Support Services and Tax Processing

A - Automated Processing

May 2023



Tax Processing utilizes 35 - 150 temp workers throughout the year depending upon weekly demand.

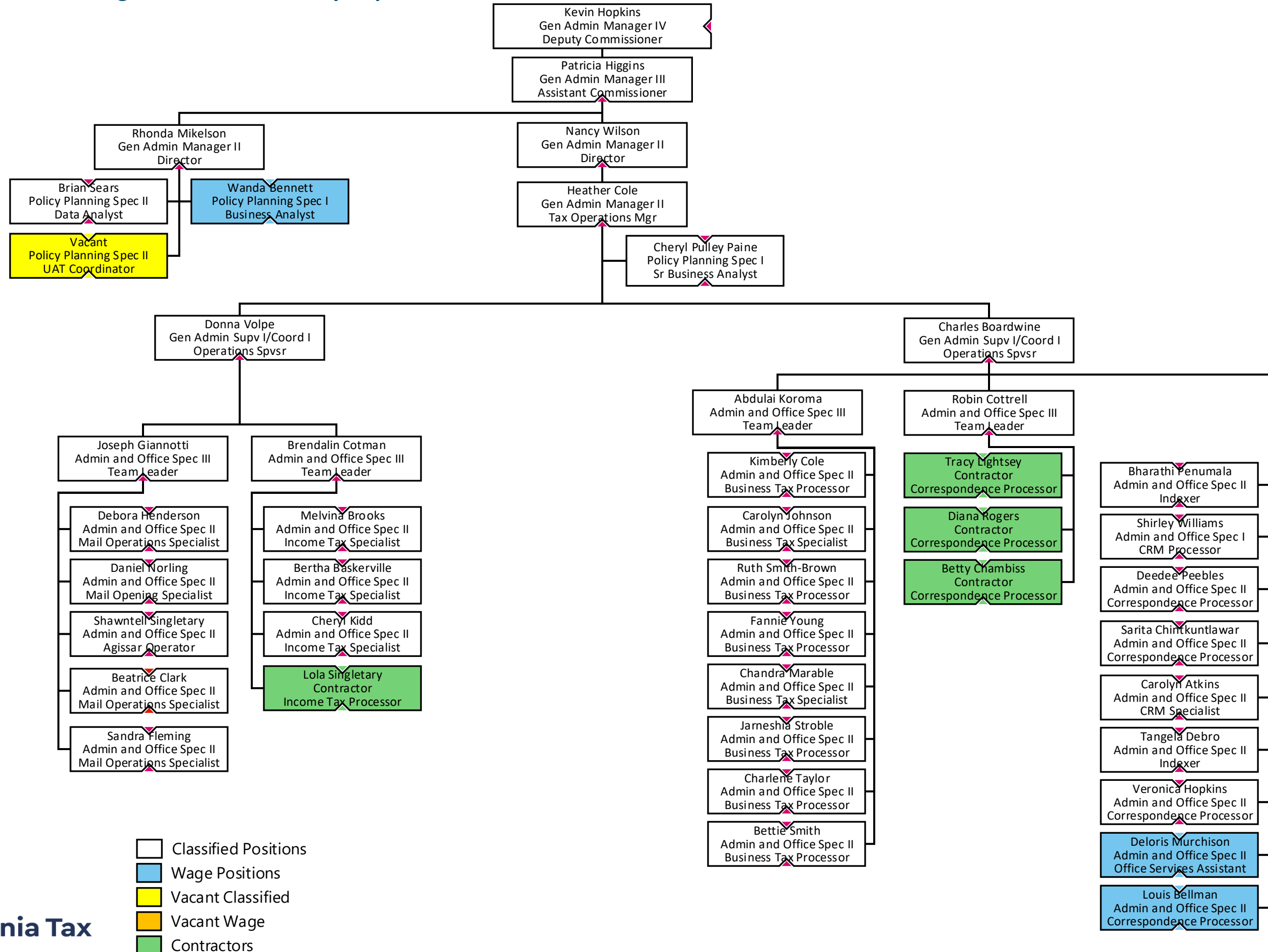
- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors



6 - Office of Business Support Services and Tax Processing

B – Document Processing and Business Quality Improvement

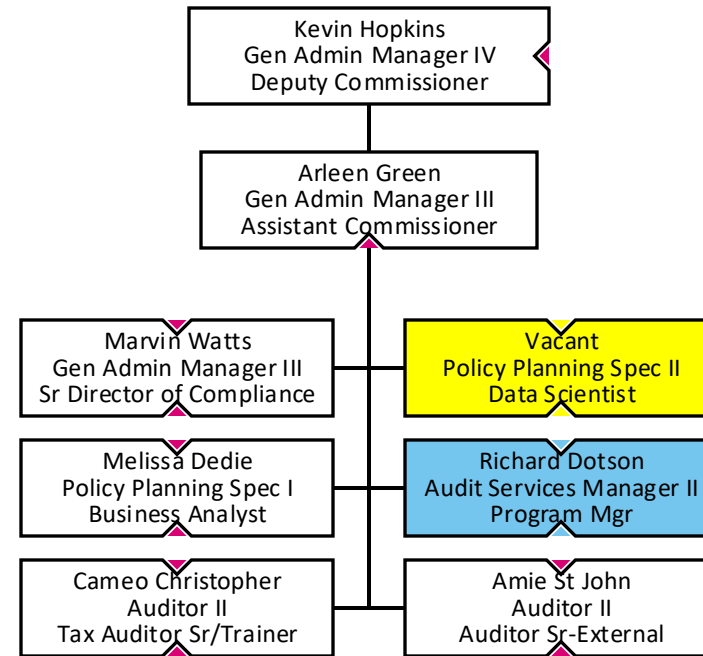
May 2023







7 - Office of Compliance

A - Operations

May 2023



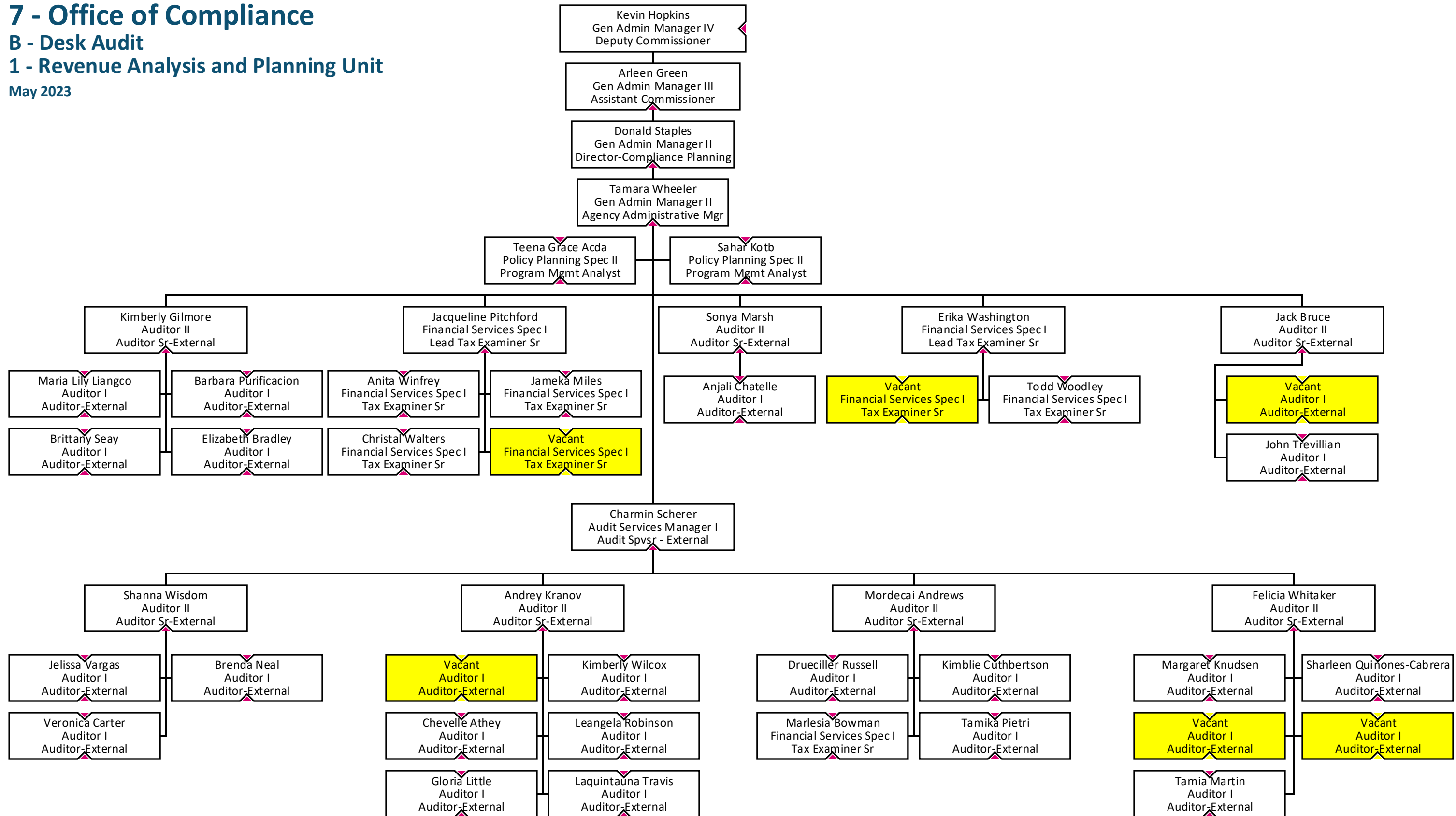
-  Classified Positions
-  Wage Positions
-  Vacant Classified
-  Vacant Wage
-  Contractors

7 - Office of Compliance

B - Desk Audit

1 - Revenue Analysis and Planning Unit

May 2023



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

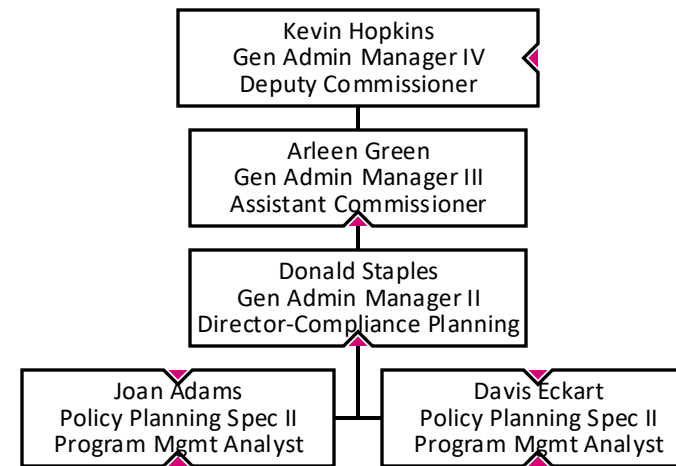
The Refund Fraud Unit utilizes 7-8 seasonal contractors between January and June.

7 - Office of Compliance

B - Desk Audit

2 – Analysis / Forecasting

May 2023

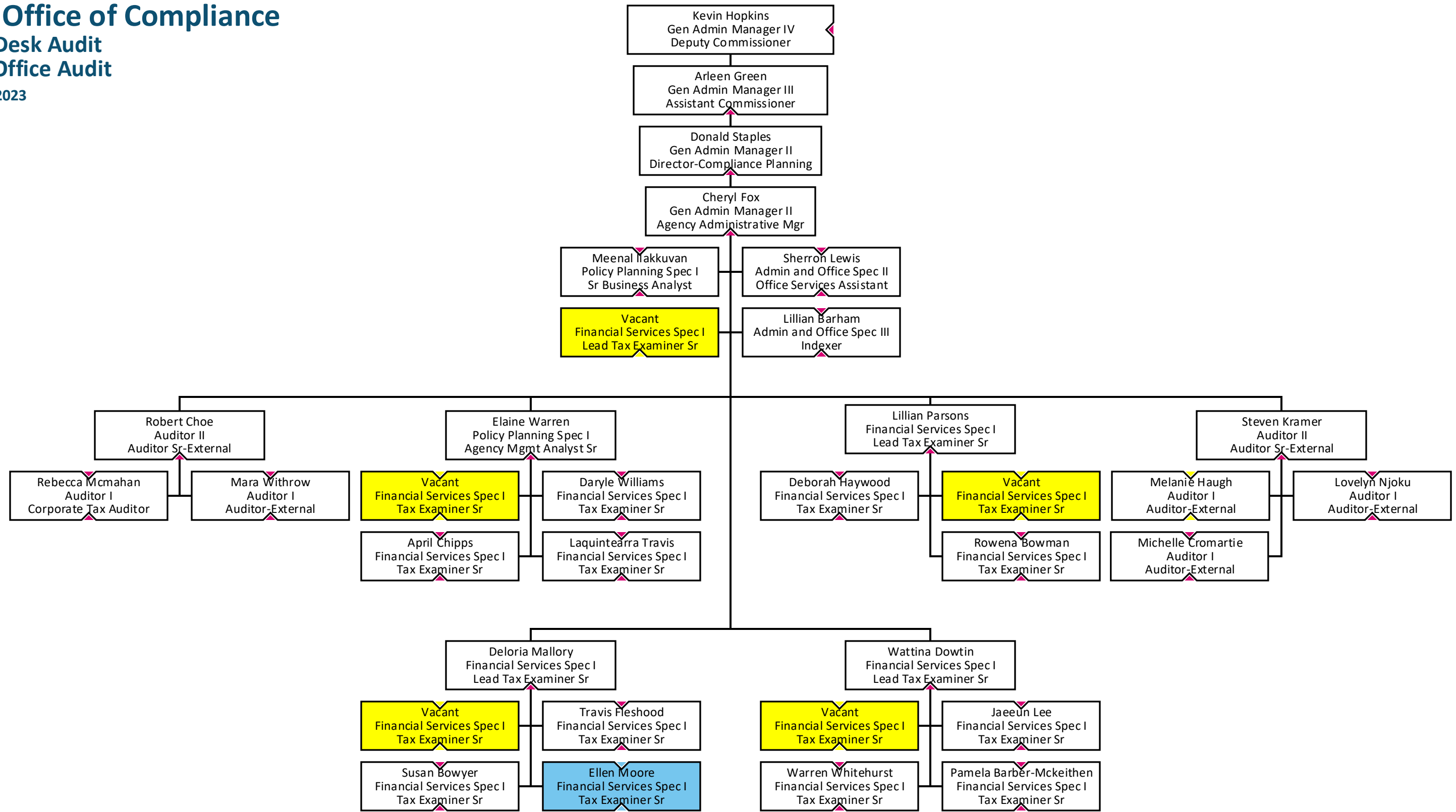


7 - Office of Compliance

B - Desk Audit

3 - Office Audit

May 2023



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

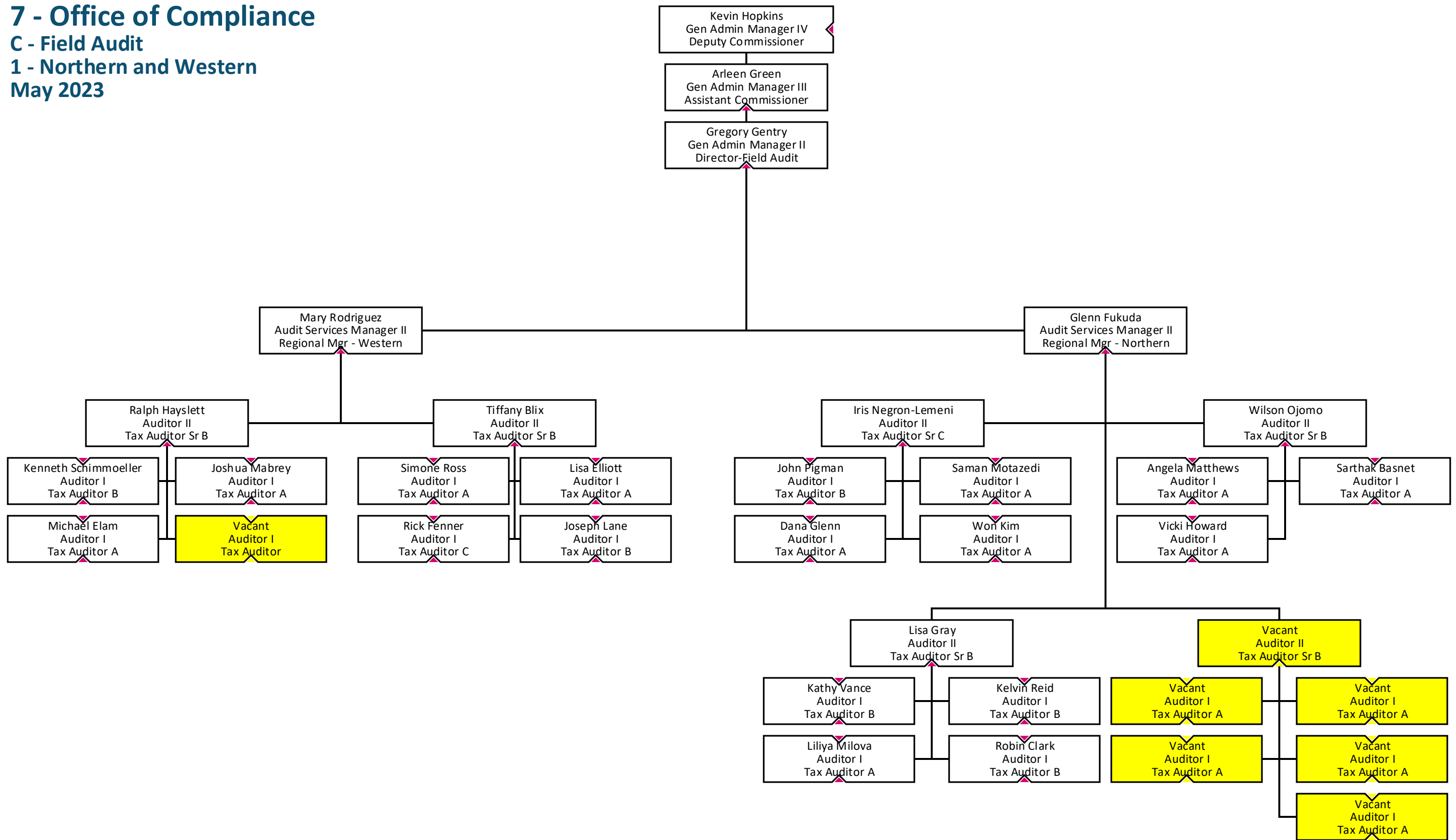


7 - Office of Compliance

C - Field Audit

1 - Northern and Western

May 2023



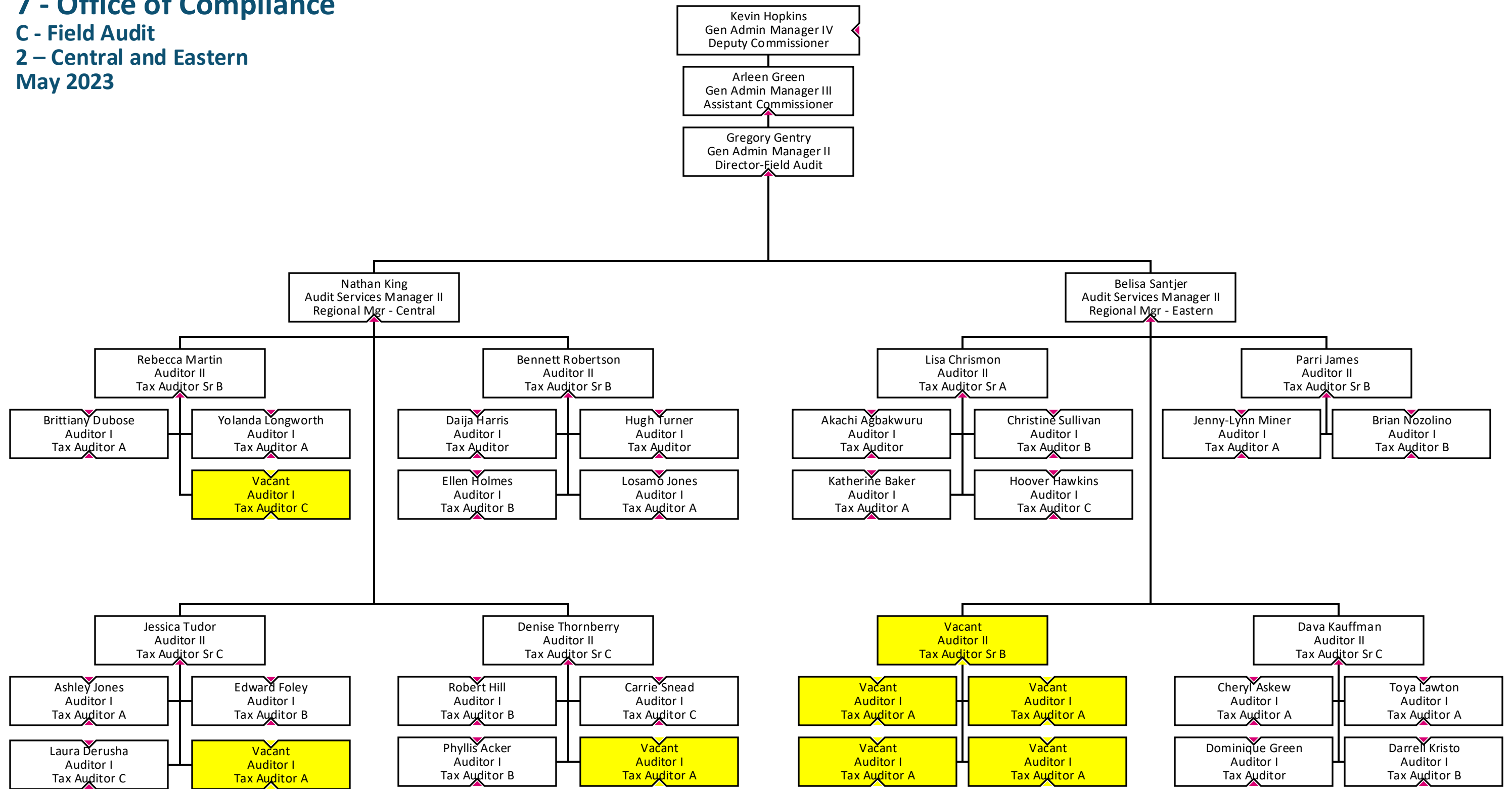
- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

7 - Office of Compliance

C - Field Audit

2 – Central and Eastern

May 2023



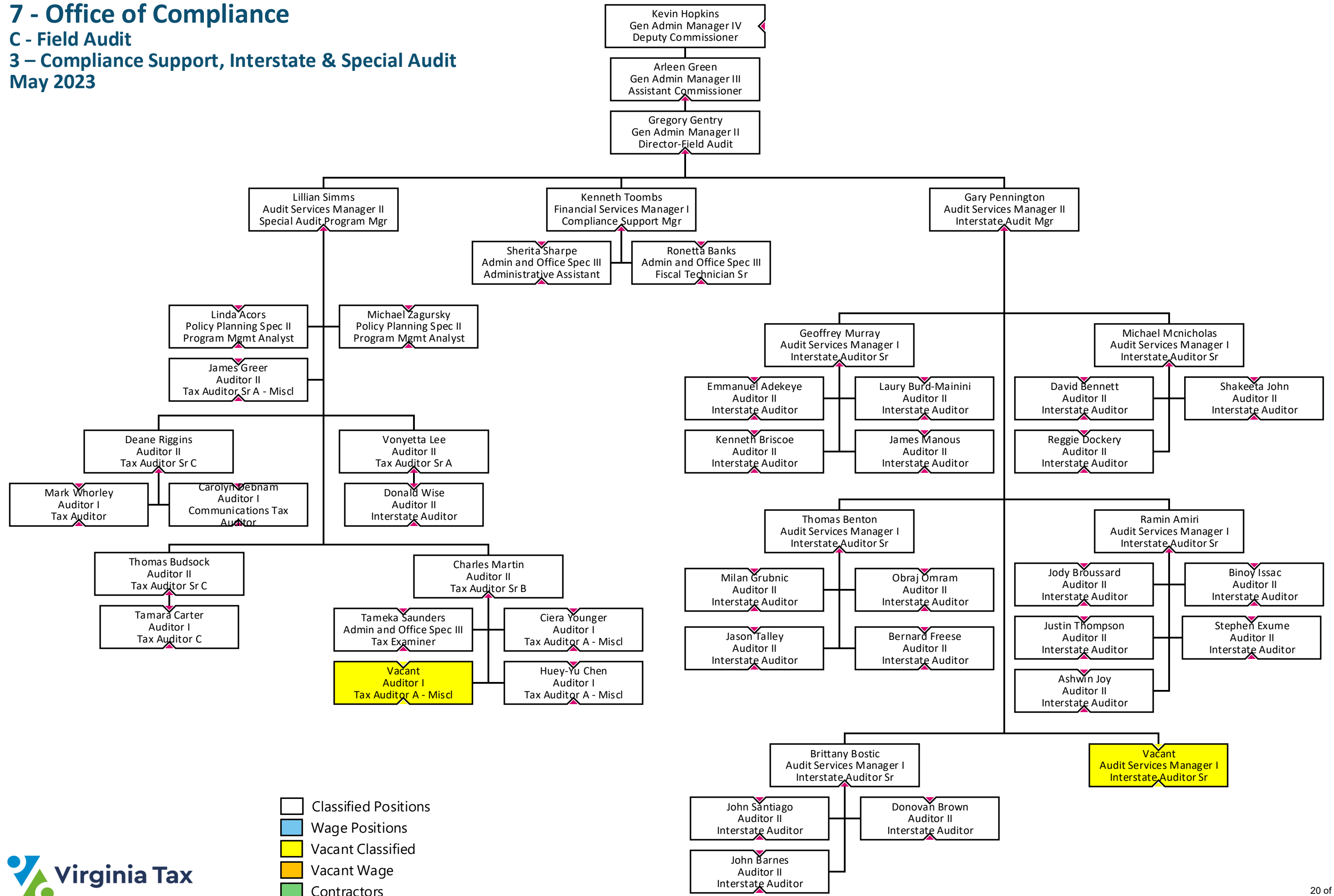
- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

7 - Office of Compliance

C - Field Audit

3 – Compliance Support, Interstate & Special Audit

May 2023



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

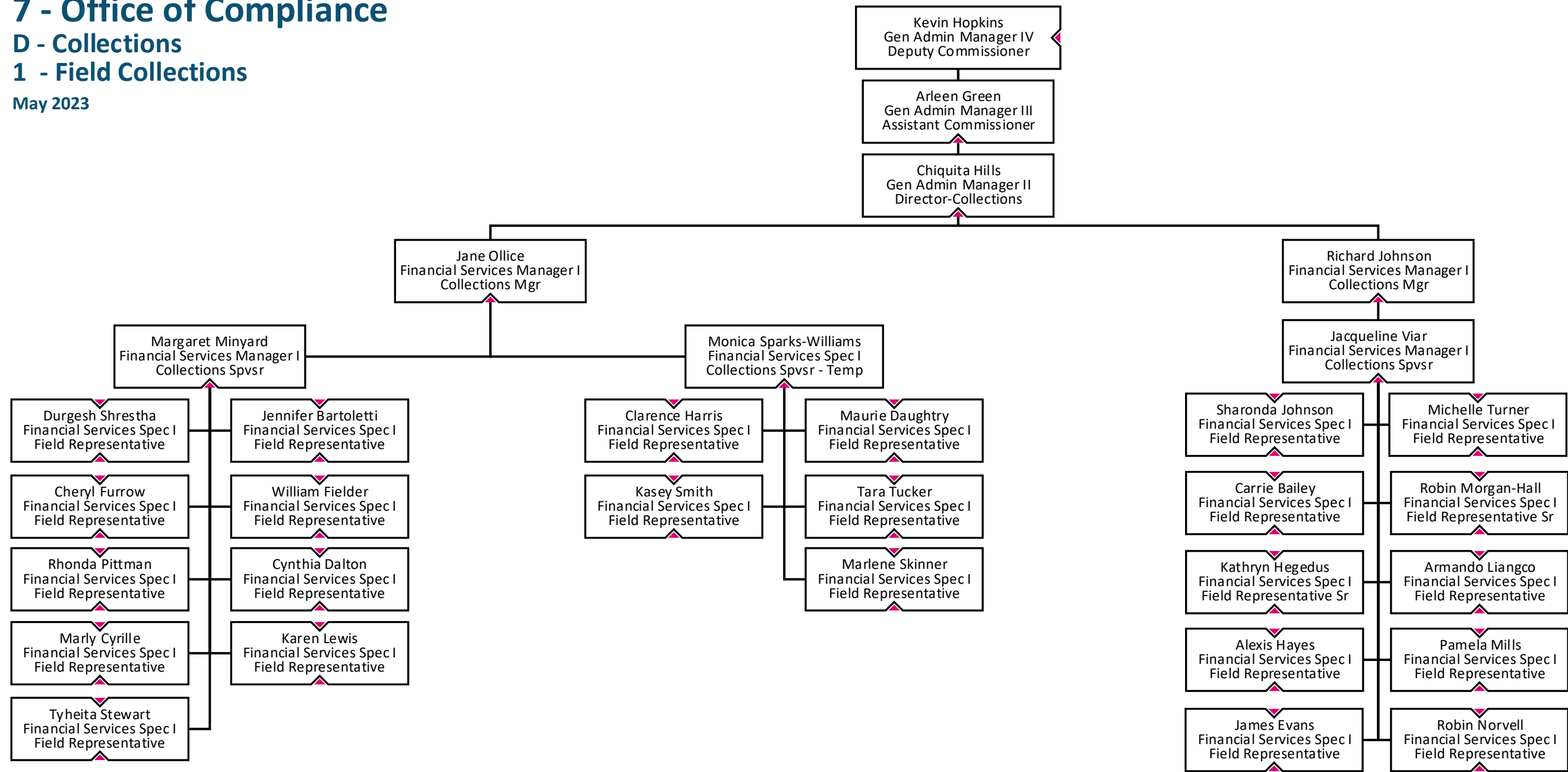


7 - Office of Compliance

D - Collections

1 - Field Collections

May 2023



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors



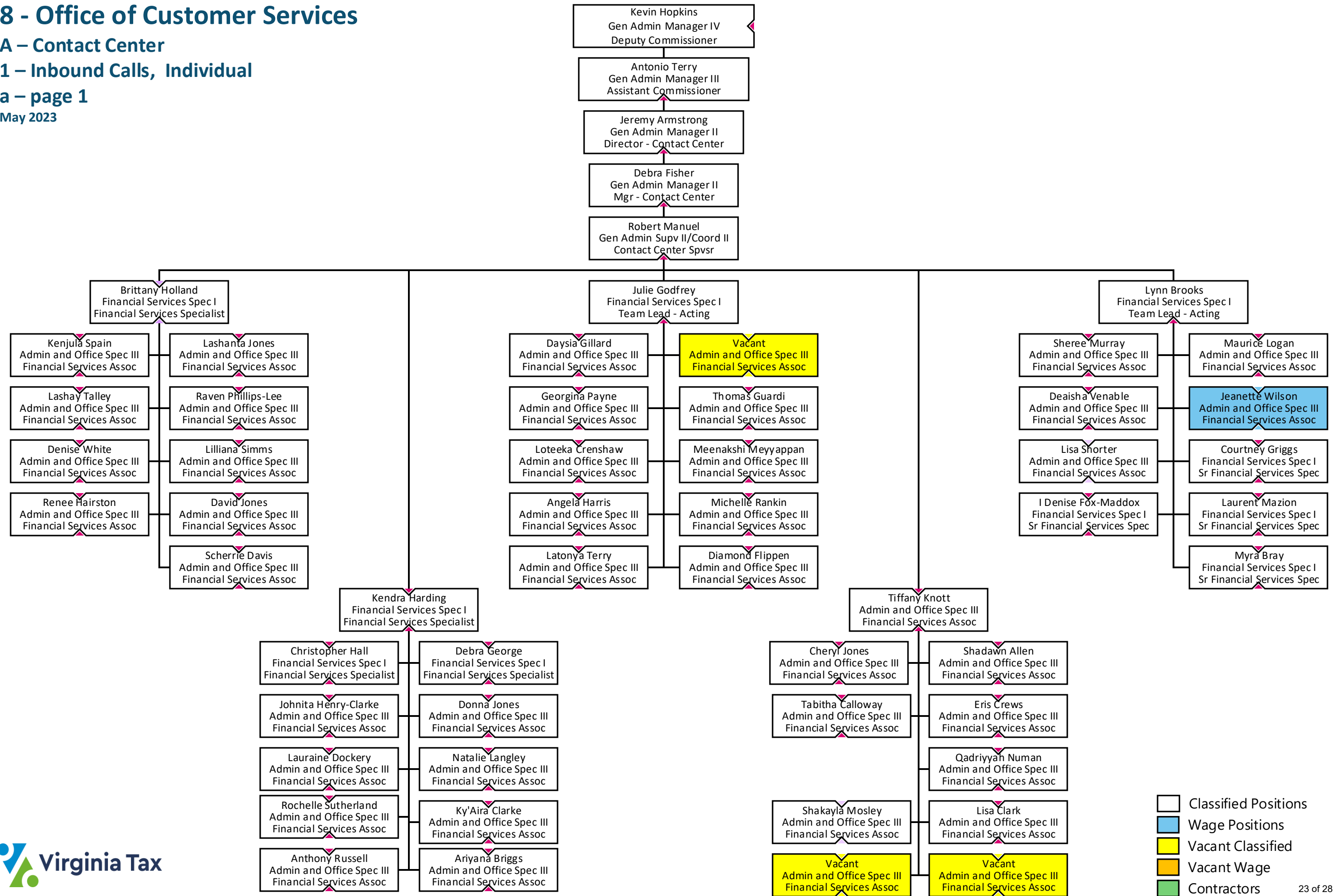
8 - Office of Customer Services

A – Contact Center

1 – Inbound Calls, Individual

a – page 1

May 2023



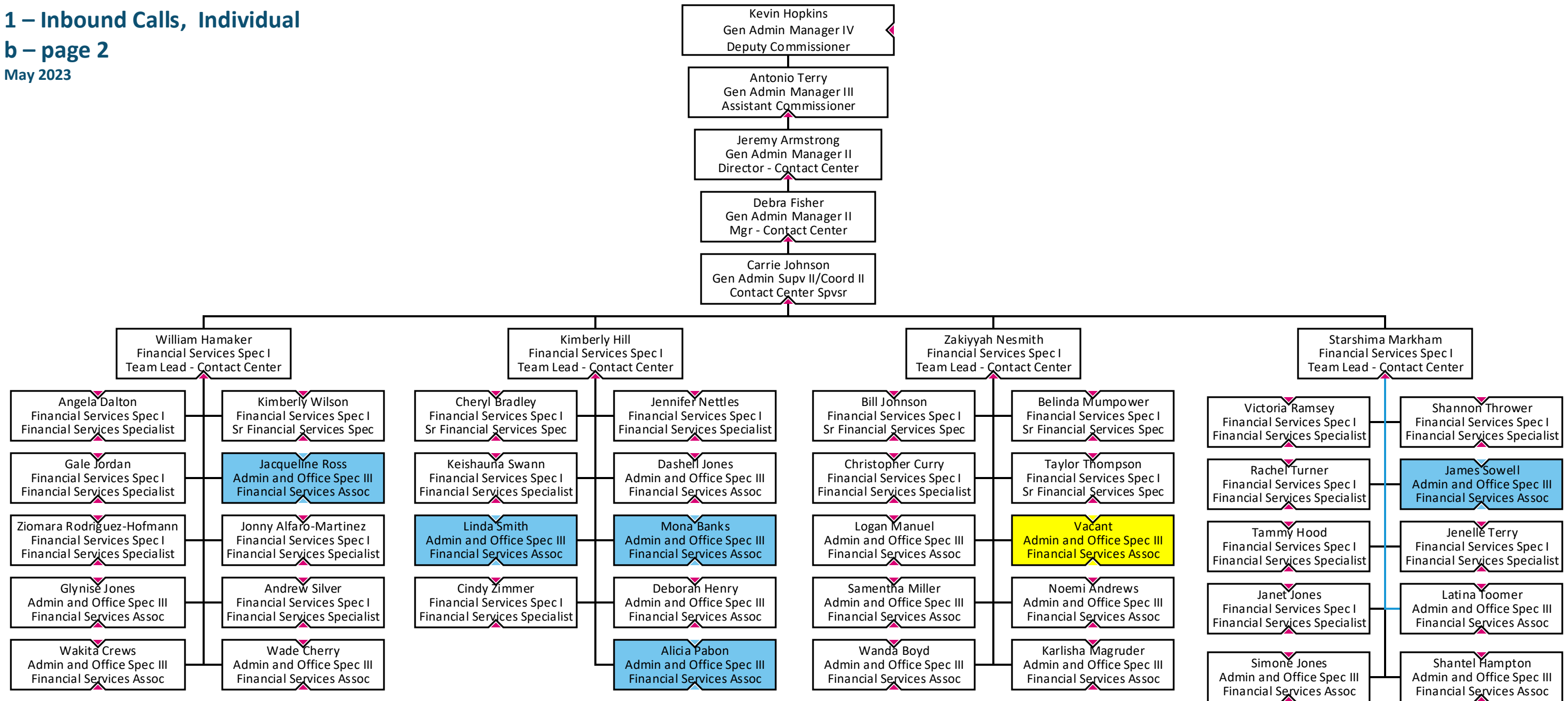
8 - Office of Customer Services

A – Contact Center

1 – Inbound Calls, Individual

b – page 2

May 2023



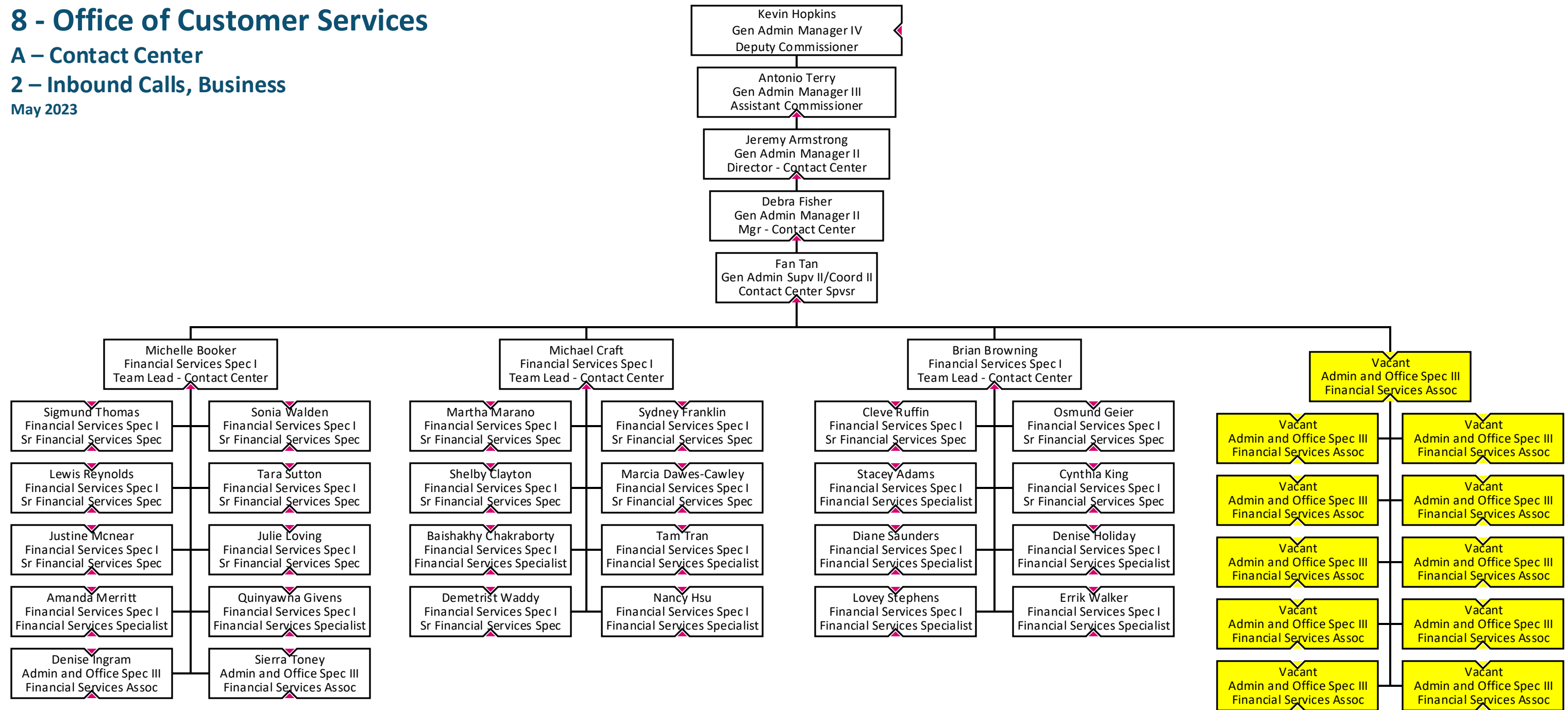
- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

8 - Office of Customer Services

A – Contact Center

2 – Inbound Calls, Business

May 2023



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

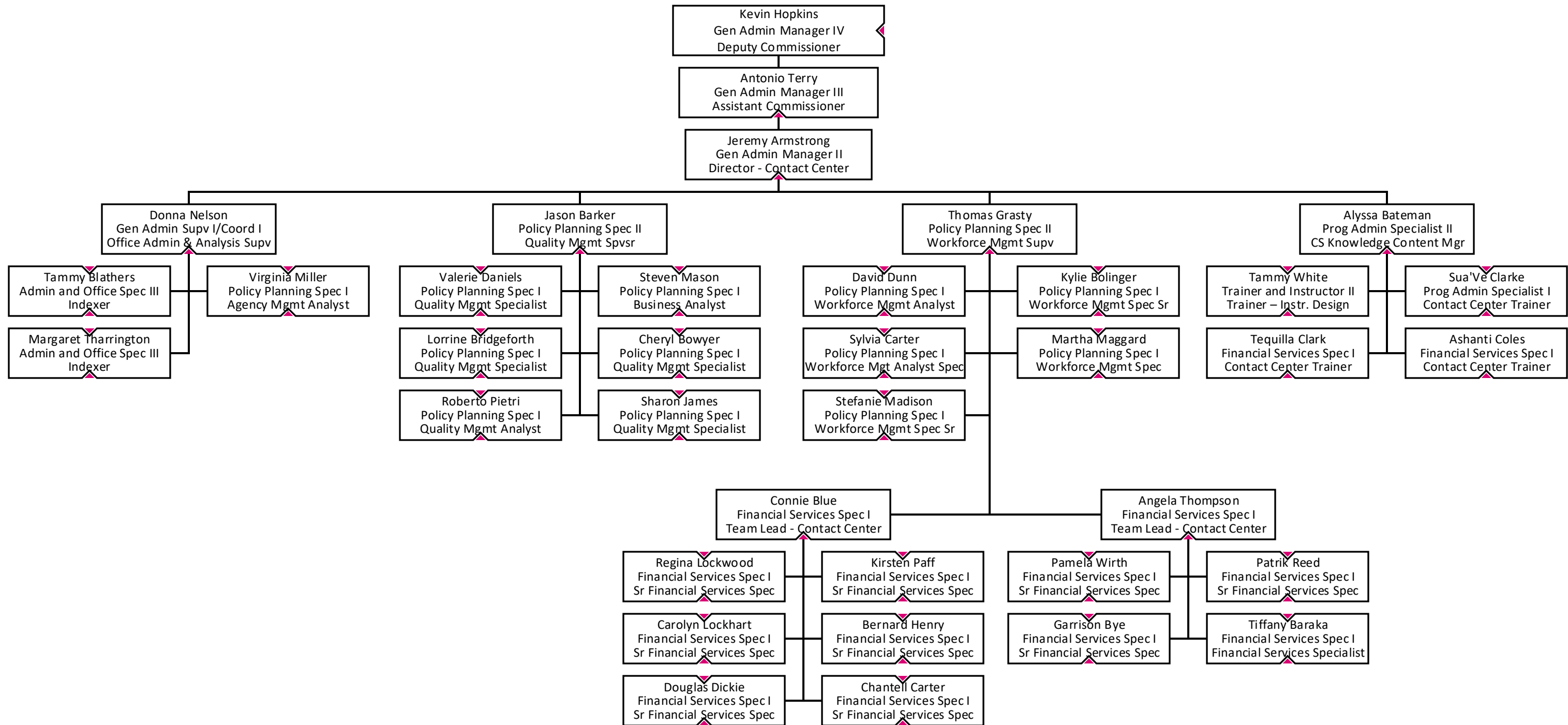


8 - Office of Customer Services

A – Contact Center

3 – Admin. & Analysis, Quality Review, Workforce Planning, Specialty Team and Training

May 2023



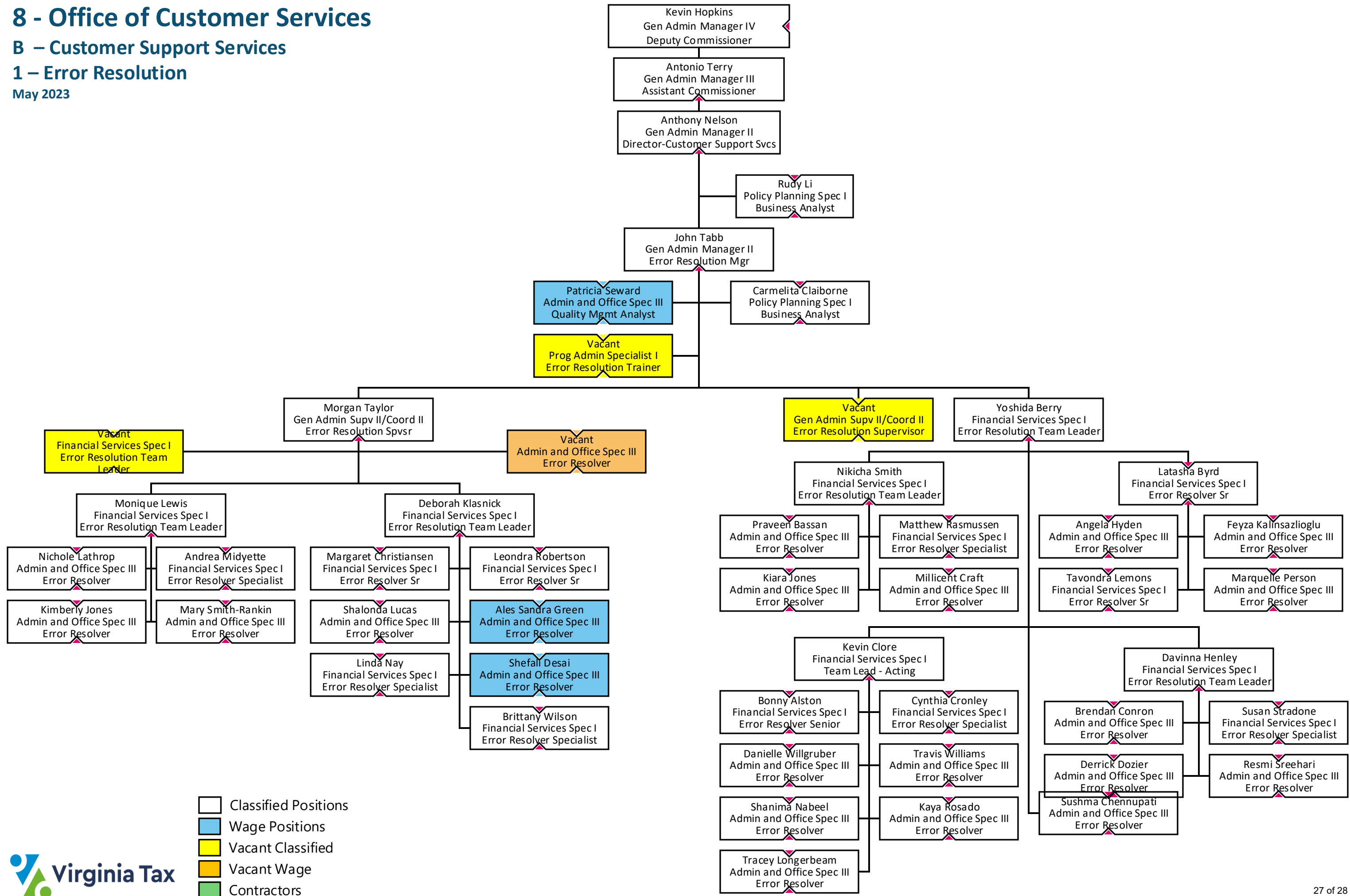
- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

8 - Office of Customer Services

B – Customer Support Services

1 – Error Resolution

May 2023

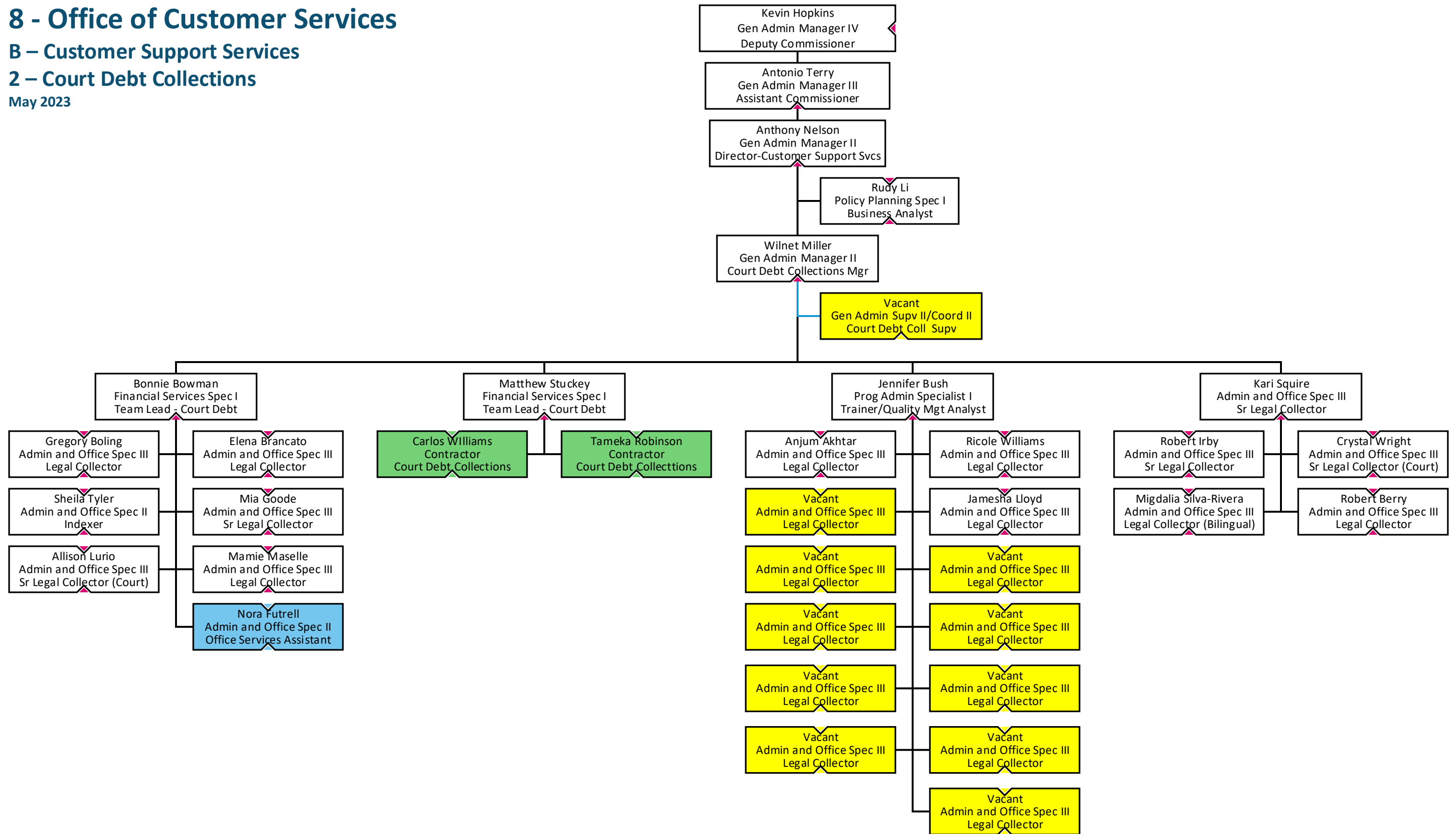


8 - Office of Customer Services

B – Customer Support Services

2 – Court Debt Collections

May 2023



- Classified Positions
- Wage Positions
- Vacant Classified
- Vacant Wage
- Contractors

