



Tax Auditors

Occupational Family/Code – Finance and Revenue: FTA

Profile created: 1998 06

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Tax Auditors are also known as Business Auditors, Tax Information Officers, Collection Officers, Revenue Administrators, Revenue Administrators and Billing Officers. The duties for these positions will vary depending on the position and the program being delivered.

Responsibilities include providing technical and/or supervisory work in the assessment, collection and management/processing of revenue/taxation programs in accordance with regulations and legislation. Employees provide interpretations and tax instructions to the public and business sectors, conduct audits of vendors and consumer financial and operational records to ensure compliance with the provision of the taxing statutes and revenue programs. Senior positions will manage a phase of a revenue program or assist in the analysis, development and evaluation legislation and in the development and implementation of new programs.

Employees in these occupations must be able to resolve conflict with taxpayers and persuade/convince the taxpayer to provide the required records for an audit, accept audit findings, remit tax owing, etc. The jobs are required to conduct investigations, negotiate payment arrangements and when necessary enforce provincial tax legislation. Written communication of complex technical tax/audit/financial information is relayed in audit reports, tax bulletins, policy recommendations, etc.

Travel and working flexible hours will be expected.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of applicable acts, regulations, policies, procedures, contracts, agreements, programs and systems. **(Bring/Learn)**
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Theories/Principles

- Knowledge of accounting principles and procedures. **(Bring)**
 - Knowledge of accounting and/or auditing practices, standards and procedures. **(Bring/Learn)**
 - Knowledge of human resource management practices and principles. **(Bring/Learn)**
 - Knowledge of management practices and principles. **(Bring/Learn)**
 - Knowledge of human resource management practices including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisor only/Learn)**
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Technical

- Knowledge of applicable computer hardware, software packages and databases. **(Bring)**
 - Knowledge of various business and industry operations, processes and practices. **(Bring)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/ developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to verbally and/or in writing explain financial/statistical/administrative matters/policies/procedures/regulatory matters/audit results at a level appropriate to the audience.
(Bring)

Personal attributes which may link with this skill statement include: confident, persuasive, diplomatic...

- Ability to ask clear, concise and relevant questions to obtain desired information to perform an audit and/or program and policy reviews/investigations or clarify a question or concern.
(Bring)

Personal attributes which may link with this skill statement include: logical, attentive to detail, diplomatic...

Leadership

- Ability to objectively evaluate work performance while encouraging employees to meet set work standards.
(Bring/Learn)

Personal attributes which may link with this skill statement include: diplomatic, assertive...

- Ability to instruct, guide, coach and encourage others to enhance their job performance and further develop their skills.
(Bring/Learn)

Personal attributes which may link with this skill statement include: assertive, patient, confident...



- Ability to provide clear, concise instruction on detailed material to individual and/or groups of employees to enhance skills and improve job performance. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: organized, creative, observant...

- Ability to assign work to others taking into consideration priorities, employees' workloads and skills and the work that needs to be accomplished. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: flexible, adaptable, assertive...

- Ability to fairly and objectively select qualified candidates in accordance with clearly stated job requirements. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: dedicated, adaptable...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination.
(Bring - Supervisor only/Learn)

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...

Problem Solving

- Ability to identify and contribute to the development of new ideas and approaches that will improve work processes and systems. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: creative, open minded, flexible...



- Ability to (identify/design/select/implement/develop/contribute to the development of) new ideas and procedures and management practices, and approaches that will improve audit/collection/enforcement/work/financial/management processes and systems. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, organized, creative...

Interpersonal

- Ability to educate, influence, persuade or convince others in order to achieve understanding and negotiate/reach an agreement. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: conscientious, patient, considerate...

- Ability to calmly listen, assess and clarify problems and respond with options to clients/co-workers/vendors/stakeholders/consumers/public who may be angry/confused/upset/uncooperative. **(Bring)**

Personal attributes which may link with this skill statement include: confident, patient, diplomatic...

- Ability to calmly listen, assess and clarify and anticipate problems and respond with options and/or solutions to co-workers/tax collectors/tax payers/stakeholders/public who may be angry, confused, upset or uncooperative. **(Bring)**

Personal attributes which may link with this skill statement include: patient, logical, diplomatic...

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisor only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...



Team/Independence

- Ability to work independently and work co-operatively with others in a team environment to establish, build and maintain positive working relationships and to ensure deadlines, goals and objectives are met. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: flexible, conscientious...

Analytical

- Ability to examine, understand and appropriately apply and/or enforce complex and sometimes conflicting policies, agreements, contracts, acts and regulations to daily operations and difficult or conflicting situations. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: logical, conscientious...

- Ability to review, interpret, evaluate financial data and systems/operational data/controls in order to select audits/form conclusions and/or make recommendations and assessments on validity/usefulness/correctness/compliance within established policies, procedures, guidelines, agreements and/or legislation. **(Bring/Learn)**

Personal attributes which may link with this skill statement include: flexible, persuasive...

- Ability to identify the need for procedural changes to improve consistency and efficiency while ensuring compliance to government regulations. **(Learn)**

Personal attributes which may link with this skill statement include: flexible, logical, observant...

- Ability to identify/design/implement/monitor/evaluate/recommend accounting/auditing/management processes and systems to ensure financial integrity and control and/or effective, efficient delivery of service. **(Bring)**

Personal attributes which may link with this skill statement include: observant, conscientious...



- Ability to accurately compile, calculate and summarize data to make adjusting entries, and complete and/or approve, payment schedules. **(Bring)**

Personal attributes which may link with this skill statement include: attentive to detail, organized...

- Ability to accurately compile, compare, calculate and summarize data and information to complete taxpayer contact reports, audit reports, supporting documents, working papers and collection activity reports. **(Bring)**

Personal attributes which may link with this skill statement include: attentive to detail, organized, conscientious...

Technical

- Ability to accurately input, edit, update, retrieve, maintain, format and transmit data, create and generate queries, reports and documents utilizing internal and external micro and mainframe computerized systems. **(Bring)**

Personal attributes which may link with this skill statement include: attentive to detail, organized...

- Ability to accurately perform complex mathematical calculations. **(Bring)**

Personal attributes which may link with this skill statement include: attentive to detail...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for Tax Auditors include:

To Be...

- confident
- flexible
- observant
- adaptable
- considerate
- logical
- accommodate individual differences
- understanding
- conscientious
- assertive
- self motivated
- attentive to detail
- persuasive
- respectful
- objective
- open-minded
- empathetic
- organized
- patient
- diplomatic
- dedicated
- creative
- welcoming
- equitable
- supportive

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