



State of Nevada
System Modernization



Request for Contract Backfill Position
November 17, 2016

PROJECT OVERVIEW

This request is a backfill Business Analyst (BAN) who will be responsible for administration of the IFTA Fuel Tax program which oversees the timely collection, distribution and reconciliation of various taxes per NRS and NAC 366, 371, 372,482, and 706. Develop, implement budgets, and performance indicators. Calculate and verify the collection of the unit’s daily fees. Auditing of outgoing IFTA transmittals for discrepancies with money owed to Nevada or payment to other jurisdictions. Approval of payments and refunds to foreign jurisdictions, refunds of tax paid special fuel for exempt usage by verifying refund eligibility and applicability per NRS, NAC,366, 371, 372, 482, 706, and IFTA Inc. Ensure compliance with Local, State, Federal Laws, regulations and requirements. Supervise the performance of the staff which includes, work assignment and review and motivation, training programs to include licensing of all commercial vehicles according to NRS, NAC 366,482,706, and by all IFTA, IRP, Federal Motor Carrier and IRS rules, regulation, policies, procedures and agreements.

EXPERIENCE & SKILLS REQUIRED

The candidate is required to have this experience and skillset.

Working knowledge of supervisory principles and practices, assigning and reviewing work, investigations, and taxpayer disagreements.

- Graduation from high school or equivalent education and four years of tax or revenue collection experience requiring the interpretation and application of statutory provisions and regulations, and/or in the examination of tax returns or other financial reports for legal compliance; one year of which must have been in a supervisory capacity;
- Or Bachelor’s degree from an accredited college or university in accounting, economics, or related field and two years of professional experience involving tax administration and/or collections and the interpretation of tax statutory provisions and regulations; one year of which must have been in a supervisory capacity.
- Must have a thorough working knowledge of the International Fuel Tax Agreement (IFTA) and the International Registration Plan (IRP) as they pertain to the Motor Carrier Division.
- Must have the ability to accurately research and communicate answers to questions arising from the Motor Carrier industry.
- Demonstrative ability to problem solve without repeated intervention. Assist in policy development and the interpretation of Nevada Revised Statutes (NRS), Nevada Administrative Code (NAC), IFTA, and IRP provisions. Recommend and implement policies, procedures, and changes. Provide feedback and analyze program changes through legislative or other governing sources. Evaluate, analyze, and prepare statistical reports for use in determining the effectiveness of performance measures and efficient/effective program operations.
- The ability to retain relevant job-related information necessary to perform coherent direct/indirect verbal communications (via telephone, face-to-face, etc.) with customers and co-workers to accurately receive and exchange information with others and assist staff or customers by discerning when to assist a customer by answering their questions, transfer the call to another person, or take a message.
- The ability to process, evaluate, and review documents for accuracy and accountability; including process and transaction approval.
- The ability to read and interpret NRS, NAC, agreements, contracts, policy and procedures, and other written instruction provided to ensure proper completion of tasks and/or to effect the appropriate action, recommend updates, and recommend changes as needed.
- The ability to assist staff by providing guidance with unit problems.
- The ability to maintain records, charts, documents, statistics, and prepare reports using a computer or other office equipment.
- The ability to make quick decisions without overstepping authority.
- The ability to independently navigate, retrieve, file, scan, data-enter, maintain, gather and prepare statistical or account information.
- The ability to create, prepare, distribute, and exchange written correspondence using general computer software programs, such

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as Microsoft Office Suite (Word, PowerPoint, Excel, etc.). All prepared written correspondence must be coherent, grammatically comprehensive, and free from spelling and punctuation errors.

- The ability to independently perform 10-key, mathematical, and accounting functions using standard office equipment to ensure proper calculations or entries involving logging of funds, penalties, interest, deposits, refunds, statistical tracking, account code adjustments, etc.
- The ability to independently manage time and transition from one task to another in order to determine the proper priority of tasks to accommodate deadlines, changes in priorities, and complete assigned duties with little or no supervisor intervention.
- The ability to retain, perform repetitive tasks and processes, and independently resolve routine dilemmas without seeking assistance from others.
- The ability make oral presentations to groups and explain programs, policies and procedures of the Department; interpret, apply, and explain complex laws, regulations, requirements, restrictions and standards to program clientele, representatives of external entities, and other agencies.
- The ability to prepare technical reports, proposals, policies and procedures, and other materials for presentations.
- Demonstrates ability to accept work assignments and adapt to change in routine or other process.
- Demonstrates ability to willingly accept instruction, constructive criticism, maintain harmonious work relationship, and self-control.
- Demonstrates willingness to take on added responsibility and originates or develops new and better ways of doing things.
- Demonstrates successful implementation of complex concurrent projects encompassing business and technology environments across multiple Divisions and Departments.
- Proficient in facilitation, organization, and project management skills.
- Ability to demonstrate leadership and apply strategies to ensure accountability from the Tax Licensing and Compliance (TLC) team, vendor team, and internal/external stakeholders.
- Ability to work well in a high-demand, multi-team, and multi-project environment.
- Proactive nature with proven ability to solve problems.
- Demonstrates ability to assist organizational change while taking full account of obstacles, opposition, and differing stakeholder priorities.
- Demonstrated attention to quality and accuracy in all project deliverables.
- Proven ability to work effectively and efficiently towards goals in complex, diverse environments with multiple and changing demands.
- Experienced in effective leadership with vendors, staff, management, stakeholders, etc.
- Excellent customer service, interpersonal, and communication skills (verbal and written).
- Demonstrated experience in executing management decisions that accomplish strategic objectives.
- Experienced in cross-cultural awareness, leadership, communication, influence, negotiation, and conflict resolution skills.
- Confidence in speaking at public meetings.

EXPERIENCE & SKILLS DESIRED
The candidate's desired experience and skill set.

- DMV background and familiar with State business and processes.
- Ability to define concurrent project plans and meet milestone deliverables strategic timelines.
- Experience in system interfaces to internal and external stakeholders.
- Working knowledge of Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) chapter's 482,484, 360A, 366, 371, 372, and 706 as they pertain to the Motor Carrier Division and have the ability to accurately research and communicate answers to questions arising with regards to the Motor Carrier industry.
- Experience using general computer software programs such as Paradox.

SCOPE OF WORK

- The BAN will have primary responsibility for all aspects of managing special fuel tax reporting through the use of a vendor (Xerox) and ensuring compliance in the IFTA agreement.
- Provide management documentation as requested/required and maintain real-time status of concurrent projects at all times.
- Prepare status reports, ad hoc reports, financial reports, and presentations on a regular/on-demand basis in accordance with appropriate business writing style consistent with DMV guidelines.
- Propose effective strategies in support of Motor Carrier objectives.
- Create all documentation consistent with DMV policies.
- Assist the Administrator with any additional duties.
- Execute plans and processes with efficient completion of all project facets and processes including project planning, execution, monitor and control, implementation schedule management, resource assessment, etc.
- Ensure alignment with strategic and organization plan.
- Resolve conflicts and make timely decisions, IFTA, IRP, Federal Motor Carrier Safety Administration (FMCSA), Nevada Highway Patrol, Department of Transportation vendors, internal/external stakeholders and other outside agencies and organizations.

DELIVERABLES

- Manage accounting/processing functions statewide to ensure the timely and accurate deposit, recording of tax revenues, account maintenance and registration, licensing and bonding to enable timely distribution of tax revenues to the State and local government entities.
- Administer, timely collection, distribution, and reconciliation of registration fees, governmental services taxes, fuel use taxes, Heavy Vehicle Use Taxes (2290), permitting fees, International Registration Plan (IRP), distributions to/from other jurisdictions, and International Fuel Tax Agreement (IFTA), distributions to/from other jurisdictions, reviews and approves refunds and the assessment of administrative fines, and performs daily balancing of incoming funds via mail and fax. Delinquent accounts are referred to Revenue for collection.
- Ensure timely and accurate Nevada incoming and outgoing transmittal processing for fuel taxes due to/from other member Jurisdictions reporting through IFTA. Incoming and outgoing fund transmittals must be managed and distributed to the proper account codes, meeting internal and external deadlines to ensure program compliance.
- Review refund requests and account code adjustments received from subordinate staff for timeliness, accuracy and completeness. Refund requests and account code adjustments must be processed within ten (10) business days of receipt.
- Ensure employees timely and accurate processing of reporting of quarterly fuel tax reports by Nevada based carriers for interstate carriers through the International Fuel Tax Administration (IFTA). The Fuel User Team tax examiners process 1,600 IFTA fuel tax returns quarterly for accuracy, timeliness, calculating tax, assessing penalties and interest and sanctions.
- Ensure on a daily basis a TLC tax examiner reconciles daily reports with the IFTA fuel tax deposits from the previous day's entries. Correct any discrepancies, ensure daily deposit activity for the Division is properly reconciled and any anomalies are noted in the applicable employee's drawer. Correct and track any examiner errors for performance evaluations.
- Ensure employees are assisting taxpayers through training in filing IFTA tax returns in accordance with NRS, NAC, IFTA Inc., United States Department of Transportation (USDOT), FMCSA, Federal regulations, and other applicable applications.
- Ensure employees are assisting taxpayers through telephone inquiries by monitoring the CMS telephone tracking system. Ensure employees are following proper telephone protocol, i.e. logging into the queue to accept calls, answering calls timely, occasionally monitor calls for quality assurance. In conjunction with the Administrator and other supervisory staff, participate and attend meetings on vendors and compliance projects including but not limited to: Commercial Vehicle Information and Systems Network (CVISN - a component of the Motor Carrier Safety Administration's drive to improve Commercial motor vehicle safety), Performance and Registration Information Systems Management (PRISM – federal and state partnership developed to reduce commercial motor vehicle accidents by identifying carriers with poor safety ratings), Legislature, IFTA tax program vendor (Xerox), and develop any project plans to meet compliance requirements.
- Assist in defining, writing, and updating documentation including but not limited to: policy and procedures, desk procedures, Motor Carrier website, BDR's, PSR's, etc.
- Manage and schedule work assignments based on requirements and resource availability.
- Deliver requests such as but not limited to: projects, reports, narratives, and statistical requests on time.
- At the request of the Administrator, maintain, and provide reports as requested on any project, report, procedure including monthly expenses, projections, variances, contractor performance, etc.
- Ensure employees identify, manage, and report all tasks, issues, action items, change control, milestones as appropriate.
- Work with other supervisory staff to share and allocate resources to the overall Motor Carrier benefit.
- Assist administrator in preparation of reports and testimony to the Legislature, Interim Finance Committee, IFTA, IRP, FMSCA NHP, DOT Vendors, internal/external stakeholders and other outside agencies and organizations.
- Perform other duties as assigned by the Administrator.
- Weekly status reports.



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ANTICIPATED TIME PERIOD			
<i>Consultant cannot start until the work order is fully executed and the consultant has completed the national personal background check and received interim access approval from the NV DMV</i>			
Start Date:	12/01/2016	End Date:	6/30/2017 The contract may be extended based on legislative budget approval. The extension of this position is included in the Department's FY18/FY19 budget request.

WORK HOURS					
Full Time:	<input checked="" type="checkbox"/>	Part Time:	<input type="checkbox"/>	# of hours per week if working part time:	<input type="text"/>
Percentage of time consultant must work on-site:				100%	
Percentage of time consultant can work off-site:				0%	
Is travel required?			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work Location
Nevada Department of Motor Vehicles 555 Wright Way Carson City, NV 89711

Management Reporting Structure	
The positions shall report to:	Nevada Department of Motor Vehicles Motor Carrier Division Administrator

Contact: Dawn Lietz, Motor Carrier Division Administrator, (775) 684-4626, dlietz@dmv.nv.gov