

DUTIES STATEMENT

DEPARTMENT OF FINANCE

TAXPAYER ADVOCATE (FINANCE)

Under executive direction, with the widest latitude for independent judgement and initiative, administers and directs the Office of the Taxpayer, which is responsible for providing case advocacy to taxpayers with Property and Business & Excise Tax problems.

Identifies and recommends solutions to systemic problems that may be identified through the office's case advocacy, through review of processes administered by the Department of Finance, or through submission by taxpayers, practitioners, elected officials or others; provides quarterly reports to the Commissioner of Finance on statistics and an annual report to the City Council; issues an annual report in April of each year detailing serious problems facing NYC taxpayers, systemic issues and, if applicable, legislative recommendations; ensures that the Department is in compliance with the New York City Taxpayer's Bill of Rights.

Manages and supervises attorney(s), case advocates and analyst(s) in performing such case advocacy.

Performs related work.