

Providing forms for both departmental and public use, the Forms Division is one means by which the Department of Taxation is able to provide quality service to Ohio taxpayers by helping them comply with their tax responsibilities and by fairly applying the tax law.

Human Resources Division

The Human Resources Division is the office in the Department of Taxation where employee-related and administrative support services reside.

The department employed 1,322 permanent employees and 167 intermittent employees as of June 30, 2004, located throughout Ohio and in three out-of-state locations.

The chart contained in this section shows the total number of employees in the department at the

end of each fiscal year, over the last 14 years. The ODT had a net increase of 14 auditor agents and 56 tax commissioner agents in FY 2004 — employees who are instrumental in increasing tax compliance activities and revenue collection. Comparing FY 2004 to ten years prior, there were 77 fewer permanent employees.

The personnel duties performed by Human Resources include staffing planning, vacancy postings, hiring and civil service compliance. The labor relations duties include contract negotiation and administration for two labor-management agreements, the Ohio Civil Service Employees Association and Fraternal Order of Police Lodge #2. Additional labor relations duties are grievance handling, arbitration services and work rule compliance.

Payroll services are located in Human Resources, as well as benefit administration. Questions

pertaining to health insurance plans and open enrollment can be answered by the staff. The disability program and Ohio Workers' Compensation plan are both maintained in the division. Human Resources is also charged with administration of the Equal Employment Opportunity (EEO) Program. This involves the EEO strategic plan development and handling of discrimination complaints, both formal and informal.

Employment law training, policy and directive review, as well as liaison to the Ohio Attorney General's office and the Ohio Highway Patrol, are other roles performed by Human Resources.

The Human Resources Division helps the Department of Taxation provide quality support by its role as a resource center for the department, one that is committed to customer service for all employees, both management and bargaining unit.

ODT Total Number of Permanent Employees Fiscal Years 1991-2004

