



Example of Resolution Specialist Job Description

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Our innovative and growing company is looking for a resolution specialist. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for resolution specialist

- Recommend baggage autocoder updates based on observed trends in disputed tracer data
- Ensure accurate submission of MBR results to the Department of Transportation in accordance with DOT guidelines
- Resolve tax jurisdiction correspondences from easy to complex level
- Analyze and research issues that caused a tax agency to issue an out of compliance notification to customers
- Review and investigate inquiries from tax authority agencies and respond promptly to resolve any discrepancies
- Prepare and file original and amended for federal, states, and local tax returns
- Resolve clients expediently and with a high level of customer service
- Maintain contact and interact with any taxing agencies and authorities to obtain and analyze information necessary to complete tax filings
- Communicate with clients for issues regarding tax jurisdiction correspondences
- Maintain up-to-date knowledge of tax issues for Federal, states, and local taxing agencies and authorities

Qualifications for resolution specialist

- Notary Public required, or the ability to obtain a license
- Meta Switch experience
- General routing and switching experience

- Adtran IAD experience