



Lindsey M. Stepp
Commissioner

State of New Hampshire
Department of Revenue Administration

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Carollynn J. Lear
Assistant Commissioner

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October 6, 2021

His Excellency, Governor Christopher T. Sununu
And The Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

In accordance with RSA 94:6, New Appointments, the Department of Revenue Administration (DRA) respectfully requests to place Ms. Nicole J. Tilton at Step 5 of unclassified salary grade CC, (9U642) earning \$76,960.00 annually, effective upon G&C approval. Funding is 100% General funds.

EXPLANATION

The Multi Entity Tax Auditor examines tax returns filed under the Business Profits Tax, Business Enterprise Tax, Real Estate Transfer Tax, Medicaid Enhancement Tax, Nursing Facility Tax, and Communication Services Tax, and may include other taxes administered by the Department. Multi Entity Tax Auditors are expected to understand and apply New Hampshire tax laws and the Internal Revenue Code, along with the respective regulations, as well as state and federal court decisions, GAAP, and any specialized industry practices or rules to present the agency's position during the conduct of formal or informal hearings when taxpayers contest the results of audits.

Ms. Tilton has been employed for the Department of Revenue Administration for almost ten years and has performed exceeding well in various roles for the Department. Ms. Tilton's most recent role was that of the Hearings Manager, in which she was promoted from the Asst. Hearings Manager position. In this position, she prepared the required documentation for appeals in order to meet statutory deadlines, advocated and represented the department in appeals. Prior to the Hearings Manager position, Ms. Tilton was a Tobacco Auditor for the DRA. In this position, she assisted in the revision of the tobacco statute and administrative rules, performed tobacco compliance checks and completed complex audits.

Ms. Tilton possesses a Bachelor's degree in Accounting from SNHU.

Based upon Ms. Tilton's experience within DRA and education, I request that she be placed into the Multi Entity Tax Auditor position, 9U642, unclassified salary grade CC, at Step 5, earning \$76,960.00 annually.

Sincerely,

Lindsey M. Stepp
Lindsey M. Stepp
Commissioner

NICOLE TILTON

EXPERIENCE

NOVEMBER 2019 – PRESENT: *RIMS SUBJECT MATTER EXPERT*

NH DEPARTMENT OF REVENUE ADMINISTRATION, CONCORD, NH

- Assist in implementing new Revenue Information Management System (RIMS).
- Represent the Collection Division, Audit Division, and Legal Bureau needs to ensure job processes and statutory requirements are met in RIMS.
- Define, review, and test multiple business processes, letters, reports, cases, etc.
- Work with project team to resolve issues and provide input for potential solutions.

OCTOBER 2018 – NOVEMBER 2019: *HEARINGS MANAGER*

NH DEPARTMENT OF REVENUE ADMINISTRATION, CONCORD, NH

- Oversee and manage adjudicative appeal process for the department.
- Prepare and submit the required documentation for appeals and meet statutory deadlines.
- Advocate for the department before the Hearing Officer.
- Analyze audit examinations and review various submissions.

JANUARY 2018 – OCTOBER 2018: *ASSISTANT HEARINGS MANAGER*

NH DEPARTMENT OF REVENUE ADMINISTRATION, CONCORD, NH

- Represent the department in appeals before the Hearing Officer.
- Assist Hearings Manager with assignments and monitoring hearings.
- Manage appeals process for the Department and prepare/submit the required documentation.
- Run statistical audit reports using an Access database.

APRIL 2016 - JANUARY 2018: *TOBACCO AUDITOR*

NH DEPARTMENT OF REVENUE ADMINISTRATION, CONCORD, NH

- Assist in the revision of the tobacco statute and administrative rules.
- Perform tobacco compliance checks at NH retail locations.
- Complete complex field audits as assigned.
- Analyze and review field and desk audits completed by other auditors.
- Responsible for creating/maintaining database to organize certain data related to tobacco tax.
- Assist in the training of subordinate tax field auditors.

MAY 2014 - APRIL 2016: *TAX FIELD AUDITOR I*

NH DEPARTMENT OF REVENUE ADMINISTRATION, CONCORD, NH

- Review documents and history as assigned.
- Conduct field and desk audits to determine accuracy of tax returns filed with the Department and to ensure compliance with NH tax laws.
- Complete required documentation for each case assigned.
- Process/review permanent resident credit requests.

JULY 2011 -MAY 2014: ACCOUNTS RECEIVABLE MANAGER**PIKE INDUSTRIES, INC., BELMONT, NH**

- Post all payments including cash sales and daily lockbox.
- Reconcile deposits with bank statements daily and complete month end closing to meet deadline.
- Reconcile customer accounts, process refunds, submit credit/rebill invoice requests.

FEBRUARY 2009 - JUNE 2011: ACCOUNT CLERK III**NH DEPARTMENT OF REVENUE ADMINISTRATION, CONCORD, NH**

- Process, sort, verify, and batch various tax documents in a timely manner.
- Assist with daily deposit.
- Data enter and open mail as needed.
- Review Low and Moderate Tax returns as needed.

EDUCATION**MAY 2011****BACHELOR OF SCIENCE IN ACCOUNTING / SOUTHERN NEW HAMPSHIRE UNIVERSITY**

Advanced Accounting, Taxes, Principles of Finance, Auditing Principles, and Statistics.
Member of Alpha Sigma Lambda.

MAY 2009**ASSOCIATE OF SCIENCE IN ACCOUNTING / NHTI CONCORD****MAY 2008****ASSOCIATE OF SCIENCE IN LIBERAL ARTS / NHTI CONCORD****SKILLS**

- Subject Matter Expert in GenTax software.
- Proficient with Microsoft Office Programs, AS/400, and Viewpoint.
- Outstanding organizational skills; detail oriented.
- Excellent customer service and training skills.
- Fluent in Spanish.