DRAFT

**Taxpayer Education and Communication**

Purpose

Activities

Contacts

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| --- | --- | --- |
| Name | Phone | Responsibilities |
| Bobbie Cone | 850-717-6401 | Workforce Transition Program Administrator |
| Gail Frey | 850-717-6732 | Intranet and Internet Support |
| Grace Reeves | 850-717-7248 | Taxpayer Education and Communication Program Administrator |
| Renee Watters | 850-717-7143 | Communications Support |
| Shea Nelson | 321-757-7082 | Intranet and Internet Support |
| Teresa Burke | 850-717-7327 | Communications Support |

**Workforce Transition**

Purpose

Workforce Transition provides operational support to GTA employees in the areas of technology, communications, and tax law.

Activities

Workforce Transition performs a variety of support activities to provide GTA personnel the tools necessary to perform in their jobs. These include:

* Intaking and triaging systems issues, including SUNTAX, IMS, remote capture, and credit card transactions. This process begins with submission of a STAIRS ticket or phone call by system users. Workforce Transition evaluates the reported issue; researches possible causes and resolution; when possible, resolves the issue; or routes the issue to the appropriate area for resolution.
* Developing and distributing operational communications such as system alerts, announcements of system enhancements or tax law changes, and weekly and monthly newsletters.
* Partnering with Program Training to develop and deliver tax law training to GTA employees.
* Designing, developing, and deploying standardized training required for SUNTAX access. This training ensures all users complete a minimum level of training prior to gaining SUNTAX access and provides a foundation for on-the-job training conducted by the business processes.
* Maintaining training records within the Learning Management System related to SUNTAX training and confirming completion of required training for system access.

Contacts

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| Name | Phone | Responsibilities |
| Bobbie Cone | 850-717-6401 | Program Administrator; Systems Support; SUNTAX Security Role Questions; SUNTAX LMS Questions; Communications Support |
| James Fullarton | 850-717-6734 | Systems Support |
| Jan Godwin | 850-717-6925 | Communications Support |
| Jody Burke | 850-718-0160 | Reemployment Tax Law Trainer (Auditors and Specialists) and Technical Support |
| John Merchant | 850-717-7096 | Taxpayer Education and Speaking Engagement Support |
| Keith Porta | 850-717-7316 | Systems Support; Credit Card Issues Support |
| Vicki Williams | 386-274-6603 | Systems Support; Credit Card Issues Support; Reemployment Tax Law Trainer; Sales and Use Tax Law Trainer |