

CALIFORNIA STATE BOARD OF EQUALIZATION
Taxpayers' Rights Advocate Office – Sacramento HQ

Title: Tax Appeals Assistance Program, Administrative Clerk

Job Requirements

Knowledge of:

- General concepts and principles involved in administrative and technical office duties.

Ability to:

- Learn policies and procedures related to the Tax Appeals Assistance Program (TAAP)
- Reason logically
- Write effectively
- Analyze situations accurately and take appropriate action
- Review reference materials to obtain solutions
- Assist in research, review, and other related activities in the office
- Assist TAAP attorneys and staff with assignments of least to moderate difficulty
- Operate a typewriter, personal computer, photocopy machine and other electronic office equipment
- Maintain confidentiality of personal and sensitive matters
- Work in a high-rise building

Desirable Qualifications

- Interest in the Board of Equalization's Income Tax appeals process
- Interest in the Board of Equalization's Sales and Use Tax appeals process
- Experience with or interest in creating and managing data base systems
- Interest in developing marketing techniques
- Proficiency in using a personal computer, including the use of various software packages such as Excel, Word, and Access
- Good communication skills, both oral and written
- Willingness to adjust to changing assignments and priorities
- Ability to maintain cooperative working relationships

Statement of Position

Under the direct leadership of the Tax Appeals Assistance Program (TAAP) attorneys and the direct supervision of the Taxpayers' Rights Advocate, the TAAP Administrative Clerk, in a learner capacity performs a variety of technical and administrative functions for the Board of Equalization's TAAP program. Continued enrollment in college courses is required. Students with academic major related to Pre Law, Business and Marketing are encouraged to apply. This position is for Spring semester, January through early May, approximately 10 hours per week.

PERCENTAGE OF DUTIES

TIME SPENT

- 40% Assist TAAP staff in ensuring that TAAP attorneys have an adequate flow of cases each month for both sections of TAAP. Assist TAAP staff with follow-up calls to taxpayers to increase acceptance rates into TAAP. Assist TAAP staff in retrieving and preparing case files, ensuring case files are up to date and complete in terms of all relevant information before case files are given to the TAAP attorneys. Assist TAAP in other administrative case file related matters.
- 35% Develop creative marketing techniques for highlighting the effectiveness and successes of the TAAP program. Create and maintain a record of TAAP's purpose, goals, and achievements.
- 20% Assist TAAP staff in improving and maintaining the TAAP case management database. Track how many taxpayers are contacted and accepted by TAAP and how many cases are resolved by TAAP. Offer suggestions for improving current database and tracking system.
- 5% Other job related duties as needed.

Please email your resume to lou.bender@boe.ca.gov

Or US mail to:

Mrs. Lou Bender

Board of Equalization

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