

Tri-Agency Online Compliance Exam



<p>Business Taxes Representative Class: 8690-.....Schematic Code: JH88</p>	<p>Tax Compliance Representative Class: 8695-.....Schematic Code: JJ66</p>	<p>Compliance Representative Class: 8619-.....Schematic Code: JI96</p>
EXAMINATION TYPE	This is an open examination. Applications for this examination will not be accepted on a promotional basis. Career credits will not be granted.	
LOCATION	This examination is administered for positions statewide in the Board of Equalization, Employment Development Department, and Franchise Tax Board by the State Personnel Board utilizing the Internet.	
WHO SHOULD APPLY	Applicants who meet the minimum qualifications as stated below may apply and take this examination at any time. Once you have taken the Training and Experience Evaluation examination, you may not retest for nine (9) months.	
HOW TO APPLY	<p>The Application and the Training and Experience Evaluation will be available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, provide their contact information, and take the Training and Experience Evaluation on the Internet.</p> <p>DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE TRI-AGENCY COMPLIANCE REPRESENTATIVE EXAMINATION IS CONTAINED IN THE INTERNET PROCESS.</p> <p>If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. DO NOT contact the State Personnel Board or the Employment Development Department for this information. The State Personnel Board and the Employment Development Department do not maintain an up-to-date list of library locations. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, CA, does have Internet terminals that are available for public use at no cost. For more information, contact the Service Center at (916) 653-1705. If you are not familiar with the Internet, you may have a friend or family member assist you. You may apply and take the examination on the Internet by connecting to: http://www.spb.ca.gov/employment/exam_start.htm</p>	
MONTHLY SALARY	<p>RANGE A: \$3106.00 - \$3425.00 RANGE B: \$3204.00 - \$3708.00 RANGE C: \$3841.00 - \$4670.00</p> <p>Note: Current salary levels and placement/movement in the appropriate salary range(s) should be confirmed with the hiring department upon receiving a job offer. The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.</p>	

VETERANS' PREFERENCE	Veterans Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS PREFERENCE CREDITS.
ELIGIBLE LIST INFORMATION	Separate open, merged eligible lists will be established for the Board of Equalization, Employment Development Department, and Franchise Tax Board. The names of successful competitors will be merged onto each eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established, however, competitors may retest in nine (9) months in order to establish a new score.

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<p>TRAINING AND EXPERIENCE EVALUATION</p>	<p>The examination will consist of a Training and Experience Evaluation weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.</p> <p>TRAINING AND EXPERIENCE EVALUATION - WEIGHTED 100%</p> <p>All candidates will be required to complete an online Training and Experience Evaluation. The Training and Experience Evaluation contains approximately 129 questions and is designed to elicit specific information regarding each candidate's education, training and experience relevant to the classification. The information on the Training and Experience Evaluation will be competitively assessed based on pre-determined rating criteria. All information you provide will be subject to verification.</p> <p>The application/questionnaire measures the following areas, determined through a careful job analysis, to be important for success on the job.</p> <ul style="list-style-type: none"> • Education • Preferences • Life Experience • Analytical and Numerical Skills • Collection Skills • Communication Skills • Interpersonal Skills • Personal Computer Skills <p>Hiring interviews may evaluate the following areas:</p> <p>Knowledge of: Methods and problems of organization, administration, and management; commercial law, business practices, and financial record keeping; types of business organizations; basic accounting practices; provisions of State and tax laws administered; rules of evidence, preparation of evidence, and court procedure; interviewing techniques; methods used by violators in evading tax liability; investigation techniques and sources of information used in locating persons; methods used and remedies available for the collection of taxes; and, functions of Federal, State, and local tax, regulatory and law enforcement agencies</p> <p>Ability to: Apply the required knowledge; communicate effectively; learn, interpret, and apply provisions of the California tax laws, rules and regulations administered by the Employment Development Department, State Board of Equalization or Franchise Tax Board; analyze situations accurately and take effective action; use tact and good judgment in dealing with the public and public officials under stressful conditions; independently conduct complex investigations and detect or verify suspected violations; work cooperatively with other enforcement agencies; read and write English at a level required for successful job performance; and learn and operate automated equipment.</p>
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<p>POSITION DESCRIPTION</p>	<p>BOARD OF EQUALIZATION BUSINESS TAXES REPRESENTATIVE</p>
	<p>The Business Taxes Representative is the recruiting/training and journey level in this series. Under close supervision, incumbents learn all phases of tax compliance, licensing, and law, rule and regulation administration; and perform all aspects of compliance and collection work, including collection, registration, revocation, and criminal investigation. Business Taxes Representatives, Board of Equalization, provide assistance to individuals, business entities, or taxpayers to ensure compliance with California laws, collect delinquent taxes or other debts, and perform a variety of compliance and collection functions.</p>

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<p>REQUIREMENTS FOR ADMITTANCE INTO THE EXAMINATION</p>	<p>NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.</p> <p>Education: Completion of at least four college-level courses, given by an approved collegiate-grade residence institution, which includes the equivalent to completion of: (1) two professional level courses in elementary and/or intermediate accounting; (2) one course in either business or commercial law; and (3) one course in either economics, business mathematics, or English. Evidence of successful completion of the prescribed courses must be produced before being considered eligible for appointment; and</p> <p style="text-align: center;">Either I</p> <p>Experience: Six months of experience in California state service in the class of either Management Service Technician, Range B, or Program Technician III performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the Board of Equalization (Program Technician III was renamed Tax Technician III at the Board of Equalization), or performing Medi-Cal overpayment recovery duties at the Department of Health Services.</p> <p style="text-align: center;">Or II</p> <p>Experience: One year of experience in California state service in the class of Program Technician II performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the Board of Equalization (Program Technician II was renamed Tax Technician II at the Board of Equalization), or performing Medi-Cal overpayment recovery duties at the Department of Health Services.</p> <p style="text-align: center;">Or III</p> <p>Experience: One year of experience in one or a combination of the following:</p> <ol style="list-style-type: none"> 1. As the owner or manager of a business performing management activities in the marketing, distribution, or sale of merchandise, which requires broad public or customer contact; or 2. As a credit manager, loan officer, or field collector performing duties with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; or 3. Performing tax compliance duties in another governmental entity. <p>(Experience in California state service applied toward this pattern must include six months at a level equivalent to the Management Services Technician, Range B, Program Technician III, or one year at a level equivalent to the Program Technician II.) and</p> <p>Education: Equivalent to completion of two years (60 semester or 90 quarter units) of college. (Additional experience may be substituted for the required general education on a year-for-year basis. No substitution is permitted for the specific course work required.) (Applicants who will complete the required education during the current quarter or semester will be admitted to the examination. Evidence of successful completion of the curriculum and the prescribed courses must be produced before being considered eligible for appointment.)</p> <p style="text-align: center;">Or IV</p> <p>Education: Equivalent to graduation from college (Registration as a senior student in a recognized institution will admit applicants to the examination. Evidence of successful completion of the curriculum and the prescribed courses must be produced before being considered eligible for appointment.)</p> <p>NOTE: Applicants must show proof of a Bachelor's degree or above prior to appointment as a Business Taxes Representative. The requirement for "Equivalent to graduation from college" means at least a Bachelor's degree from an accredited college or a letter from the college or university stating the applicant has met all of the academic requirements for graduation.</p>
<p>POSITION DESCRIPTION</p>	<p style="text-align: center;">EMPLOYMENT DEVELOPMENT DEPARTMENT TAX COMPLIANCE REPRESENTATIVE</p> <p>The Tax Compliance Representative (TCR) is an entry-level classification. The TCR is trained in the use of automated accounting systems as well as tax laws, rules and regulations, employment tax enforcement activities, unemployment/disability insurance overpayment provisions, outreach and/or advisory assignments, status and wage provisions of the Unemployment Insurance Code (UIC). The TCR learns methods to contact and interview employers/individuals in order to effect the collection of overpayments and employment taxes. The TCR evaluates and determines the employer's/individual's financial status and ability to pay. TCRs are responsible for taking</p>

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<p>POSITION DESCRIPTION CONTINUED</p>	<p>voluntary and involuntary collection actions to obtain compliance with the UIC. TCRs learn skip-tracing techniques, how to locate and contact individuals and businesses to collect unemployment/disability insurance overpayments or employment taxes. TCRs make field calls to enforce the provisions of the UIC and to conduct personalized consultations. The TCR advises and educates businesses on reporting and payment requirements, as well as specific payroll tax issues affecting them, performs account adjustments, and determines the taxability of payments and/or services under the provisions of the UIC. The TCR prepares, organizes, and conducts marketing, education and outreach activities for both external and internal customers.</p>
<p>REQUIREMENTS FOR ADMITTANCE INTO THE EXAMINATION</p>	<p>NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.</p> <p style="text-align: center;">Either I</p> <p>One year of experience in the California state service performing tax compliance duties as a Program Technician II in the Employment Development Department, the Franchise Tax Board, or the Board of Equalization; or</p> <p>One year of experience in the California state service performing Medi-Cal overpayment recovery duties as a Program Technician II in the Department of Health Services.</p> <p style="text-align: center;">Or II</p> <p>Six months of experience in the California state service performing Medi-Cal overpayment recovery duties as a Management Services Technician, Range B, in the Department of Health Services.</p> <p style="text-align: center;">Or III</p> <p>Experience: One year of experience in one or a combination of the following:</p> <ol style="list-style-type: none"> 1. Management activities, as owner or manager of a business, in the marketing, distribution, or sale of merchandise, which requires broad public or customer contacts; or 2. Activities as a credit manager, loan officer, or field collector with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; or 3. Tax compliance experience in a governmental agency. and <p>Education: Equivalent to completion of two years (60 semester hours or 90 quarter units) of college, which must include at least one course each in basic accounting and business or commercial law. Students in their second year of college will be admitted to the examination, but must produce evidence of completion before they can be considered eligible for appointment. (Applications must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on a year-for-year basis. No substitution is permitted for the specific course work required.</p> <p style="text-align: center;">Or IV</p> <p>Equivalent to graduation from college, which must include at least one course each in basic accounting; business or commercial law; and one course in either economics, business administration, or public administration. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applications must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.)</p>

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<p>POSITION DESCRIPTION</p>	<p style="text-align: center;">FRANCHISE TAX BOARD COMPLIANCE REPRESENTATIVE</p> <p>This is the recruiting/training and journey level in this series. Under close supervision, incumbents learn all phases of debt collection or tax compliance, law, rule, and regulation administration; perform all aspects of compliance work; and perform technical, staff, or administrative functions related to the enforcement program. Incumbents may also act in a lead capacity for paraprofessional staff. Compliance Representatives, Franchise Tax Board, provide assistance to individuals, business entities, or taxpayers to ensure compliance with California laws, collect delinquent taxes or other debts, and perform a variety of compliance and collection functions.</p>
<p>REQUIREMENTS FOR ADMITTANCE INTO THE EXAMINATION</p>	<p>NOTE: All applicants must meet the education and/or experience requirements as stated on this examination announcement.</p> <p style="text-align: center;">Either I</p> <p>Six months of experience in the Franchise Tax Board performing tax compliance or debt collection duties as a Tax Technician, Range B, Franchise Tax Board.</p> <p style="text-align: center;">Or II</p> <p>One year of experience in the Franchise Tax Board performing tax compliance or debt collection duties in a class equivalent in level to Tax Program Technician I.</p> <p style="text-align: center;">Or III</p> <p>Experience: One year of experience, or the equivalent, in one or a combination of the following:</p> <ol style="list-style-type: none"> 1. Management activities, as owner or manager of a business, in the marketing, distribution, and sale of merchandise, which requires broad public or customer contacts. or 2. Activities as a credit manager, loan officer, or collector with responsibilities involving the approval of loans or credit or the collection of delinquent accounts. or 3. Tax compliance or debt collection experience in a governmental agency comparable in responsibility to that of a Tax Technician, Franchise Tax Board, in the California state service. <p style="text-align: center;">and</p> <p>Education: Equivalent to completion of 60 semester or 90 quarter units of college, which must include at least one course each in basic accounting or Federal or State taxation and business or commercial law. Students who have completed at least 30 semester or 45 quarter units of college will be admitted to the examination, but must produce evidence of completion of the 60 or 90 units before they can be considered eligible for appointment. (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required.</p> <p style="text-align: center;">Or IV</p> <p>Equivalent to graduation from college, which must include at least one course each in basic accounting or Federal or State taxation and business or commercial law; and one course in either economics, business administration, or public administration. Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment (applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date).</p> <p>Persons who will complete course work requirements outlined under Patterns III and IV above during the current quarter or semester will be admitted to the examination, but they must produce evidence of successful completion of the curriculum and the prescribed courses before they may be considered eligible for appointment.</p>

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SPECIAL PERSONAL CHARACTERISTIC(S)	Willingness to work long and irregular hours and in various locations throughout the State, and have keenness of observation, persistency, imagination and tact.
QUESTIONS?	<p>If you have any questions concerning this announcement, please contact:</p> <p style="text-align: center;">State Personnel Board 801 Capitol Mall P.O. Box 944201, Sacramento, CA 94244-2010 (916) 653-1502, TTY (916) 654-6336 California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)</p> <p>TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.</p>

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional 3) multi-departmental promotional, 4) service-wide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

Veterans Preference: California law limits the granting of veterans preference points in open entrance examinations and open non-promotional examinations. Credits in open examinations are granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: Five points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference application which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, PO Box 1559, Sacramento, CA 95807.