

BOARD OF EQUALIZATION

TAX TECHNICIAN I OPEN STATEWIDE

CONTINUOUS TESTING

CX85/1973 – Exam Code: 8PB65



CALIFORNIA
STATE
GOVERNMENT

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION BASE	OPEN STATEWIDE FOR: CALIFORNIA STATE BOARD OF EQUALIZATION
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 months.
HOW TO APPLY	<p>The application and Training and Experience Evaluation are available on the Internet. Applicants respond to questions regarding their ability to meet minimum qualifications, provide contact information, and take the Training and Experience Evaluation. The application form for the Tax Technician I is contained within 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. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, CA also has 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 the following on line instructions:</p> <p>http://www.spb.ca.gov/employment/exam_start.htm</p>
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, call the State Personnel Board's Examination and Selection Services Section at (916) 653-1502, Telecommunications Device for the Deaf (TTY) (916) 654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: from TTY phones: 1-800-735-2929, for voice phones: 1-800-735-2922.
SALARY	\$2,280 - \$2,975

(CONTINUED ON REVERSE SIDE)

<p>POSITION DESCRIPTION</p>	<p>This is the entry and first journey level of the series. Under close supervision, incumbents learn and perform the less difficult and complex technical work such as: registration, maintenance, close-out, and security requirements of tax accounts and property statements by remote entry; process escrow releases; and provide routine advisory services to taxpayers and other governmental agencies by phone or in writing. Positions allocated to this level may also learn and perform duties in the more varied and complex program areas.</p>
<p>REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION</p>	<p>NOTE: All applicants must meet the education and/or experience requirements for this examination at the time of filing.</p> <p style="text-align: center;">Either I</p> <p>In the California state service, either: (a) six months of experience performing the duties at a level of responsibility not less than that of an Office Assistant; or (b) one year of experience performing the duties of an Assistant Clerk.</p> <p style="text-align: center;">Or II</p> <p>Education: Either equivalent to completion of the 12th grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)</p>
<p>TRAINING AND EXPERIENCE EVALUATION</p>	<p style="text-align: center;">TRAINING AND EXPERIENCE EVALUATION – WEIGHTED 100%</p> <p>A. Knowledge of:</p> <ol style="list-style-type: none"> 1. Basic mathematical operations (e.g. addition, subtraction, multiplication, division, percentages) to review and process office workload (e.g., offsets, assisting people with returns, calculate refunds, etc.). 2. The mathematical order of operations (i.e. multiplication before addition, etc.) to compute figures requiring multiple steps. 3. The uses and functions of office equipment (e.g. calculator, copier, fax machine, personal computer, etc.) to perform administrative duties. 4. The use and function of personal computers in an office-related environment. 5. The functions & uses of calculators. <p>B. Skill to:</p> <ol style="list-style-type: none"> 1. Operate adding machines, computers, cash counters, photocopiers, receipt printers, fax machines, and cashier equipment. 2. Read and interpret written and/or numerical data to provide information to the public, BOE staff and other governmental agencies. 3. Read and comprehend written materials (e.g. departmental codes & regulations, legal guides & references, and memos & letters) in order to apply information and determine an appropriate course of action. 4. Organize and manage time to maintain workflow and meet deadlines. 5. Prioritize work assignments in order to maximize productivity. 6. Communicate effectively over the telephone and in person to provide good customer service. 7. Determine the accuracy of various mathematical calculations. 8. Ask relevant questions in order to help clarify taxpayer needs or issues. 9. Compose and send e-mail messages.

<p>TRAINING AND EXPERIENCE EVALUATION (Continued)</p>	<p>B. Skill to: (Continued)</p> <ol style="list-style-type: none"> 10. Determine whether names and/or addresses were typed correctly in a form letter. 11. Proofread and identify errors (content, grammar, spelling etc.) within written documents. 12. Perform basic mathematical computations (e.g. addition, subtraction, multiplication, division, ratios, percentages) to determine taxpayer refunds and return amounts (e.g. prepay totals, refund amounts, etc.). 13. Review completed forms to identify missing information, misinformation and inappropriate content. 14. Utilize various software packages (e.g., MS Word, MS Excel, MS Access, MS Outlook) when performing and completing work activities. <p>C. Ability to:</p> <ol style="list-style-type: none"> 1. Follow written and verbal instructions accurately for successful completion of tasks. 2. Work effectively in a fast paced environment in order to meet deadlines. 3. Work independently on job assignments without direct supervision. 4. Be flexible and adaptive to changes in schedules, procedures, and workloads. 5. Interact tactfully and diplomatically in person with diverse audiences, including frustrated, angry, and/or otherwise emotional individuals. 6. Complete logging, counting and filing requirements within expected deadlines. 7. Interact effectively with managers, supervisors, peers, other departmental employees, staff from other agencies, contractors, and the public to achieve desired outcomes and results. 8. Communicate effectively over the telephone and in person to provide good customer service and address tax issue concerns. 9. Read and comprehend operational procedures to adhere to all division processes. 10. Communicate effectively in the English language both verbally and in writing to effectively communicate and convey information. 11. Listen effectively in order to obtain relevant information. 12. Draw sound conclusions based on relevant information. 13. Multi-task to complete various job functions or assignments. 14. Use diplomacy and tact when dealing with frustrated individuals. 15. Communicate orally in a clear understandable manner to convey pertinent information. 16. Maintain confidentiality to ensure compliance with the Public Records Act and Information Practices Act. 17. Review forms (e.g., tax, application, etc.) for content, accuracy and completeness. 18. Complete detailed work accurately and in a timely fashion. 19. Maintain a high degree of organization in a fast-paced environment. 20. Interact with peers, coworkers, and customers in a professional and productive manner.
<p>ELIGIBLE LIST INFORMATION</p>	<p>An open merged eligible list will be established for the Board of Equalization. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retest to reestablish eligibility. Competitors may retest after nine months.</p>

THIS BULLETIN CANCELS AND SUPERCEDES THE BULLETIN DATED SEPTEMBER 2008.

VETERANS POINTS/ CAREER CREDITS	Veteran's Preference Points will be granted in this examination. Career credits will not be granted.
QUESTIONS	<p>If you have any questions concerning this announcement, please contact:</p> <p style="text-align: center;">State Personnel Board 801 Capitol Mall Sacramento, CA 95814 (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 the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of 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/Board of Equalization reserve 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) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; and 6) open.

When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated in 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. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans' preference points in open entrance examinations and open non-promotional examinations. Credits in open entrance 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. Credits in open non-promotional examinations are 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, P.O. Box 1559, Sacramento, CA 95807.

**State Personnel Board
801 Capitol Mall
Sacramento, CA 95814
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