

The IRS Contact Rep position, GS-5/Step 5, should pay from \$34K to \$44K based on overall qualifications and experience as well as the tour-of-duty (TOD) to be filled.

Please share this **Employment Opportunity** with your coworkers; colleagues; partners; students and families. Deadline to submit individual resumes/applications is July 27. Thanks.

To see jobs for other federal agencies, visit: www.usajobs.gov

<https://www.usajobs.gov/GetJob/ViewDetails/444450800/>

Contact Rep - Dallas

60 English vacancies in Dallas

<https://www.usajobs.gov/GetJob/ViewDetails/444450800/>

CONTACT REPRESENTATIVE INTERNAL REVENUE SERVICE

Agency contact information

- 60 vacancies - Dallas, TX

Work Schedule is Full-Time Seasonal - Career/Career Conditional Appointment

Opened Wednesday 7/13/2016 (1 day(s) ago)

Closes Wednesday 7/27/2016 (13 day(s) away)

- **Salary Range**

\$16.39 to \$21.31 / Per Hour

- **Series & Grade**

GS-0962-05/05

- **Promotion Potential**

08

- **Supervisory Status**

No

- **Who May Apply**

US citizens; NO prior Federal experience is required.

- **Control Number**

444450800

- **Job Announcement Number**

16CW7-WIX0078-0962-05-DS

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Job Overview

Job Overview

Summary

[About the Agency](#)

The U.S. Department of the Treasury has a distinguished history dating back to the founding of our nation. As the steward of U.S. economic and financial systems, Treasury is a major and influential leader in today's global economy. We have over 100,000 employees across the country and around the world. Come Join the Department of the Treasury and Invest in Tomorrow.

WHAT DOES A CONTACT REPRESENTATIVE DO? IRS Contact

Representatives work primarily with taxpayers and their representatives through telephone or face-to-face contact. You would provide authoritative tax law assistance and take action where needed to resolve their tax issues, often involving delinquent situations. Actions needed might include analyzing the taxpayer's ability to pay, initiating liens, and negotiating installment payment agreements.

WHAT IS THE WAGE AND INVESTMENT DIVISION: The Wage & Investment Division (W&I) serves about 122 million taxpayers who file upwards of 94 million returns each year. Key W&I objectives are to provide high-quality taxpayer assistance, and to enable taxpayers to transact and communicate electronically to file their returns, make payments and receive assistance. W&I partners with private organizations to provide assistance to such disadvantaged groups as elderly and low-income taxpayers.

Positions are located in Santa Fe Building in Dallas, Texas.

The anticipated start date is November 2016.

The training period: 12 weeks, 1:00PM - 9:30PM, Monday - Friday.

Duties

As a Contact Representative you will:

- Provide technical assistance to individuals and/or businesses primarily through telephone interaction in a dynamic call center environment, and/or face-to-face contact;
- Address wide range of issues/problems that require unique solutions;
- Apply the tax code to assist taxpayers in understanding and meeting their tax responsibilities;
- Secure, analyze and protect sensitive personal and financial information;
- Make determinations and use sound judgment to resolve taxpayer disputes and delinquency issues; And
- Develop, analyze and evaluate information involving the research of computerized records by accessing multiple online/database systems.

WHERE CAN I FIND OUT MORE ABOUT OTHER IRS CAREERS? If you want to find out more about IRS careers, visit us on the web at www.jobs.irs.gov

Travel Required

- Not Required

Relocation Authorized

- No

Job Requirements

Job Requirements

Key Requirements

- Please refer to "Conditions of Employment."
- Click "Print Preview" to review the entire announcement before applying.

Qualifications

You must meet the following requirements by the closing date of this announcement:

GS-05 LEVEL: You must have 1 year of specialized experience at a level of difficulty and responsibility equivalent to the GS-04 grade level in the Federal service.

Specialized experience for this position includes: experience that may have been gained in work with records, documents or financial accounts which involved applying established rules and procedures.

Experience may also have been gained through work in customer service positions that involved frequent contact with the public, and may have involved researching and/or adjusting customer accounts.

The following are examples of specialized experience that may be qualifying.

Please note that these are just examples and this list is not all inclusive: Applying laws, rules or regulations and written guidelines; Communicating orally in order to provide information, assistance, or instructions to members of the general public or their representatives; Negotiating with others to resolve issues; Performing administrative and technical procedures using a computer to locate and review records and reconcile discrepancies; Writing correspondence in response to inquiries and drafting a variety of other written products. **OR**

You may substitute education for specialized experience as follows:

completed at least 4 years of education above the high school level (120 semester hours, 180 quarter hours or 2880 formal classroom hours) or a Bachelors or higher degree. **OR**

You may qualify by a combination of experience and education. Options for qualifying based on a combination will be identified in the online questions.

-The experience may have been gained in the public sector, private sector or [VolunteerService](#). ***One year of experience refers to full-time work; part-time work is considered on a prorated basis.***

-To ensure full credit for your work experience, ***please indicate dates of employment by month/year***, and indicate number of hours worked per week, on your resume.

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