



**Appointment Type:** Permanent  
**Working Time:** Full Time  
**Reference Code:** NB00019726e  
**Opening Date:** 11/20/2009  
**Closing Date:** 11/29/2009



## **Tax Service Representative 1 - Kent, WA**

**\$2,370 - \$3,063 per month (range 35), depending on qualifications**

### **Agency Information**

Work in a dynamic learning organization, with great leaders and talented co-workers! Washington State's principal tax collection agency, the Department of Revenue oversees about 60 different taxes. We collect 92.4 percent of state General Fund tax revenues and all local sales tax revenues. The Department of Revenue processes approximately 2 million tax returns annually. Businesses constitute the largest group paying state taxes, with nearly 452,000 businesses currently filing tax returns on a monthly, quarterly, or annual basis. Nearly 297,600 other small businesses are registered with the Department, but they have no tax liability and are not required to file tax returns.

The Department of Revenue employs approximately 1,000 people and is headquartered in Olympia, with local offices in 12 cities statewide. More than half are located in the Olympia-Tumwater area. We also operate another 16 offices throughout the state, including 12 that are open to the public to provide taxpayer assistance. The agency employs 45 auditors in 17 out-of-state locations near major business centers. Key employee functions include: Providing taxpayer assistance, information, and education; accounting for and processing tax revenues and information; distributing money to local governments; conducting appeals; administering property taxes; developing tax legislation; handling unclaimed property; conducting tax and fiscal research; locating unregistered businesses; auditing and collecting delinquent taxes; and enforcing compliance. The Department of Revenue also administers special programs, such as those affecting timber, cigarette, real estate, leasehold, and estate taxes.

### **Duties**

In an office setting, assists taxpayers, taxpayer representatives, the general public and internal customers by giving information on business and occupation, sales and use, public utility, property, and leasehold taxes. The incumbent must possess clear communication skills to work with customers in person or over the telephone, sometimes in confrontational situations. Reviews applications for master business licenses for new accounts, branch accounts, and renewals. Determines the requirements and categories of applications for business license. Determines eligibility for exemptions or assessment of use tax on motor vehicles, vessels and aircraft, then issues declaration of use tax forms. Receipts cash and checks using the Revenue Receipting System. Records and accounts for monies received for payment of tax returns, warrants and applications of master business licenses. Performs daily cash out procedures using the Revenue Receipting System and prepares daily bank deposits.

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## Qualifications

Two years of college course work involving major study in business administration, accounting, public administration, police science, law or closely allied field,

OR

Two years of clerical experience involving tax-related work, of which one year must be at the Office Assistant Senior level or above,

OR

Two years of experience in the field of personal finance, law enforcement, adjustment of claims, collection of civil debts or other directly related field,

OR

Any combination of college course work and experience listed above.

Must be willing and able to work Monday through Friday 8:00 AM to 5:00 PM.

## Special Notes

Compensation:

\$2,370 - \$3,063 per month (Range 35), depending on qualifications.

Outstanding benefits include: health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; Commute Trip Reduction Incentives; flexible work hours; training; and state retirement plans.

How to apply:

For permanent Washington state employees:

1. Go to: <http://www.careers.wa.gov/RegisterNow.htm>. You will see Steps 1 through 3 on this site. Follow Step one - Login to Employee Self Service. After you have logged in, Step two - Enter your e-mail address if you need to update or check to see if your email address is correct. Then Step three -Click on My Careers Tab. Complete these three steps before going to #2 below.
2. In the My Career Tab, click on Apply Directly.
3. In the reference code field, enter NB00019726\* and click on Start Search.
4. Click on the link Tax Service Representative 1 - Kent, WA under the Job Posting column heading to view the complete announcement and apply. Click through all the tabs along the top to complete your application and a questionnaire.

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5. Attach your current resume with employment history and education through the Attachments tab.
6. Submit a cover letter summarizing how your knowledge, skills and abilities meet the qualifications of this position under the Cover Letter tab.
7. Your application will not be submitted until you hit the Submit button under the Send Application tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
8. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the My Job Search and Application column heading on the Job Seeker Start Page for State of Washington Employees. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

For job seekers who are not permanent state of Washington employees:

1. Go to <http://careers.wa.gov/SearchAndApply.htm>.
2. If you are a new user, click on Register Now under the heading: New Users. Complete the fields under the Registration page. Remember to read and confirm acceptance of the Data Privacy Statement under the Data Privacy Statement header. Click Register. You are encouraged to build your profile in the system by clicking Option 1: Build Resume Profile under the header My Resume. Returning users can log-in by clicking the Job Seekers Login button.
3. Click on Apply Directly under the heading My Job Search and Applications.
4. In the reference code field, enter NB00019726\* and click on Start Search.
5. Click on the link Tax Service Representative 1- Kent, WA under the Job Posting column heading to view the complete announcement and apply.
6. Click through all the tabs along the top to complete your application and a questionnaire.
7. Attach your current resume with employment history and education through the Attachments tab.
8. Submit a cover letter summarizing how your knowledge, skills and abilities meet the minimum qualifications of this position under the Cover Letter tab.
9. Your application will not be submitted until you hit the Submit button under the Send Application tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
10. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the My Job Search and Application column heading on the External Job Seeker Start Page. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

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Help is available:

\* A users' guide for applying to jobs is available at <http://careers.wa.gov/help/>.

\* If you need assistance applying for this job, please call DOP at (360) 664-1960 or 1-877-664-1960 or e-mail [Information@dop.wa.gov](mailto:Information@dop.wa.gov)

\* Or Martha Thomas, Recruiter, at (360) 725-7497 or [MarthaT@dor.wa.gov](mailto:MarthaT@dor.wa.gov).

## Other Information

The act of submitting application materials electronically is considered affirmation that the information is complete and truthful.

Prior to any new appointment into the Department of Revenue, a background check will be conducted.

This position is covered by a collective bargaining agreement between the Department of Revenue and the Washington Public Employees Association (WPEA) which contains a "union security" provision. This means that, as a condition of employment, you must either join the union and pay union dues or pay the union a representational or other fee within 30 days of the date you are put into pay status.

The Washington State Department of Revenue is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, veterans or people with military status, and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application/testing process or this job announcement in an alternative format may call Human Resources at (360) 725-7501, TDD/TTY (360) 664-0580.

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