



California Department of
Tax and Fee Administration



STATE OF CALIFORNIA
Franchise Tax Board

Business Taxes Representative, BOE Tax Compliance Representative, EDD Compliance Representative, FTB

Exam Code: 8PB13

8PB14

8PB15

Departments: California Department of Tax and Fee
Administration
Employment Development Department
Franchise Tax Board

Exam Type: Multiple Departmental, Open

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Business Taxes Representative, BOE - Range A-C \$3,688.00 - \$5,712.00 per month.
Tax Compliance Representative, EDD - Range A-C \$3,688.00 - \$5,712.00 per month.
Compliance Representative, FTB - Range A-C \$3,688.00 - \$5,712.00 per month.

View the classification specifications for the [Business Taxes Representative, BOE](#); [Tax Compliance Representative, EDD](#); and [Compliance Representative, FTB](#) classifications.

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for **nine (9) months**.

How To Apply:

Bulletin Date: 7/26/2018

The link to connect to the Training and Experience Evaluation is located farther down on this bulletin in the “Taking the Exam” section.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact section of this bulletin.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other pattern to meet the total experience requirement.

Business Taxes Representative, Board of Equalization

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. **And**

Either 1

Experience: Six months of experience in the California state service in the class of either Management Services Technician, Range B, or Program Technician 3 performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the State Board of Equalization, or performing Medi-Cal overpayment recovery duties at the Department of Health Care Services.

Or 2

Experience: One year of experience in the California state service in the class of Program Technician 2 performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the State Board of Equalization, or performing Medi-Cal overpayment recovery duties at the Department of Health Care Services.

Or 3

Experience: One year of experience in one or a combination of the following:

- a. 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
- b. 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
- c. Performing tax compliance duties in another governmental entity.

(Experience in the California state service applied toward this pattern must include six months at a level equivalent to the Management Services Technician, Range B, or Program Technician 3, or one year at a level equivalent to the Program Technician 2.)

And

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; however, evidence of successful completion of the curriculum and prescribed courses must be produced before being considered eligible for appointment.)

Or 4

Education: Equivalent to graduation from college (registration as a senior student in a recognized institution will admit applicants to the examination; however, evidence of successful completion of the curriculum and the prescribed courses must be produced before being considered eligible for appointment.)

Tax Compliance Representative Employment Development Department

Either 1

One year of experience in the California state service performing tax compliance duties as a Program Technician 2 in the Employment Development Department, the Franchise Tax Board, or the Board of Equalization; **or**

One year of experience in the California state service performing Medi-Cal overpayment recovery duties as a Program Technician 2 in the Department of Health Services.

Or 2

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.

Or 3

Experience: One year of experience in one or a combination of the following:

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**

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.

Or 4

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.)

Compliance Representative, Franchise Tax Board

Either 1

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.

Or 2

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 1.

Or 3

Experience: One year of experience, or the equivalent, in one or a combination of the following:

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 the 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.

And

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 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

Or 4

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.)

Persons who will complete course work requirements outlined under Patterns 3 and 4 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.

POSITION DESCRIPTION

Business Taxes Representative, Board of Equalization provides assistance to taxpayers to ensure compliance with tax laws, collect delinquent taxes, and perform a variety of compliance and collection functions.

Tax Compliance Representative (TCR), Employment Development Department, 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/individual's financial status and ability to pay. The TCR evaluates and determines the employers/individuals financial status and ability to pay. TCR's are responsible for taking voluntary and involuntary collection actions to obtain compliance with the UIC. TCR's learn unemployment/disability insurance overpayments or employment taxes. TCR's 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.

Compliance Representative, Franchise Tax Board – 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.

EXAMINATION SCOPE

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

This singular examination tests three different titles (see titles above) and consists solely of a **Training and Experience Evaluation**. Each title has distinct minimum qualifications. To obtain eligibility for all three titles, you must meet the minimum qualifications for all three titles. If you take and pass this examination, the result will be eligibility for one, two or all three titles, depending on which title(s) you met the minimum qualifications for.

To obtain a position on any of the three eligible lists, a minimum score of 70% must be received. Applicants will receive their score upon completion of the Training and Experience Evaluation process.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, relative job demands, each applicant's:

- Education
- Preferences
- Life experiences
- Analytical and Numerical Skills
- Collection Skills
- Communication Skills
- Interpersonal Skills
- Personal Computer Skills

Business Taxes Representative, Board of Equalization

Knowledge of:

1. Methods and problems of organization, administration, and management.
2. Commercial law, business practices, and financial record keeping.

Ability to:

1. Apply the required knowledge.
2. Communicate effectively.
3. Interpret and apply provisions of the tax laws, rules, and regulations administered by the State Board of Equalization.
4. Analyze situations accurately and take effective action.
5. Use tact and good judgment in dealing with the public under stressful conditions.

Tax Compliance Representative, Employment Development Department

Knowledge of:

1. Methods and problems of organization, administration, and management.
2. Commercial law, business practices, and financial record keeping.
3. Provisions of State and tax laws administered.
4. Rules of evidence, preparation of evidence, and court procedure.
5. Interviewing techniques.
6. Methods used by violators in evading tax liability.
7. Investigation techniques and sources of information used in locating persons.
8. Methods used and remedies available for the collection of taxes.
9. Functions of Federal, State, and local tax, regulatory, and law enforcement agencies.

Ability to:

1. Read and write English at a level required for successful job performance.
2. Learn and operate automated equipment.
3. Learn, interpret, and apply provisions of the laws, rules, and regulations administered.
4. Analyze situations accurately and take effective action.
5. Interact with citizens and public officials under conditions requiring the utmost in tact and good judgment.
6. Communicate effectively.
7. Independently conduct complex investigations and detect or verify suspected violations.
8. Work cooperatively with other enforcement agencies.

Compliance Representative, Franchise Tax Board

Knowledge of:

1. Basic accounting practices.
2. Types of business organizations.
3. Basic business practices and management.
4. Commercial law.

Ability to:

1. Apply the required knowledge.
2. Communicate effectively.
3. Interpret and apply provisions of California laws, rules, and regulations administered by the Franchise Tax Board.
4. Analyze situations accurately and take effective action.
5. Use tact and good judgment in dealing with the public under stressful conditions.

ELIGIBLE LIST INFORMATION

Separate open, merged eligible lists for the **Business Taxes Representative, BOE**; **Tax Compliance Representative, EDD**; and **Compliance Representative, FTB** classifications will be established by the California Department of Human Resources for use by:

Board of Equalization
Employment Development Department
Franchise Tax Board

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) months** after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and the Veterans' Preference Application (Std. 1093) is available [online](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

Take the online [Training and Experience Evaluation](#) for the **Business Taxes Representative, BOE; Tax Compliance Representative, EDD; and Compliance Representative, FTB** classifications.

TESTING DEPARTMENTS

Board of Equalization
Employment Development Department
Franchise Tax Board

CONTACT INFORMATION

Questions regarding this examination should be directed to:

California Department of Human Resources
Attn: Selection Services Program
1515 S Street, North Bldg., Ste. 400
Sacramento, CA 95811

1-866-844-8671

California Relay Service at 7-1-1

1-800-735-2929 (TTY)*, 1-800-735-2922 (Voice)

(*) TTY is a telecommunications device that is reachable only from telephones equipped with a TTY device.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

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.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination 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 in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The California Department of Human Resources (CalHR) 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 applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the 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.

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) servicewide promotional, 5) departmental open, 6) open. 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 the bulletin.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.