

NY1262747 Cheektowaga. Internal Revenue Service (IRS). CONTACT REPRESENTATIVES (100 openings)

DEADLINE TO APPLY IS THIS TUESDAY 7/17/18

DUTIES

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. Work schedule will be Monday-Friday 2pm-10:30pm; training will be M-F, 7am-12:15pm for about 8 weeks This is a *seasonal* position, slated to begin 10/30/2018

QUALIFICATIONS

Bachelor's degree (or 4 years of FT college)

- OR -

1 year experience (work with records, documents or financial accounts which involved applying established rules and procedures; work in customer service positions that involved frequent contact with the public, and may have involved researching and/or adjusting customer accounts; 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)

TO APPLY

<https://www.usajobs.gov/GetJob/ViewDetails/503459500?PostingChannelID=RESTAPI>

This is a federal job - you MUST follow instructions exactly or your application will not be considered.