



CDTFA

CALIFORNIA DEPARTMENT OF
TAX AND FEE ADMINISTRATION

ASSISTANT TAX SERVICE SPECIALIST EXAM CODE: 0EQ14

Department(s): California Department of Tax and Fee Administration
Bulletin Release Date: June 19, 2020
Final Filing Date: Continuous Filing
Exam Type: Open
Salary: \$5406.00 to \$6771.00
Location(s): SPOT Exam - Sacramento

Applications for this examination will be accepted and processed on a continuous basis.

SELECTION PLAN

SUPPLEMENTAL ITEMS MUST BE SUBMITTED WITH YOUR APPLICATION. As indicated under "Examination Information" section, applications received without the Supplemental Items will be eliminated from the examination process.

FILING INSTRUCTIONS

Final Filing Date: **Continuous Filing**

To be considered for this examination, you must use the most current application (STD. 678). Applications are available at jobs.ca.gov

State Applications -- Form STD. 678 (REV 12/2017) -- may be mailed to:

**CALIFORNIA DEPARTMENT OF TAX AND FEE ADMINISTRATION
EXAMINATION SECTION
450 N STREET, MIC: 17
SACRAMENTO, CA 95814**

Applications received cannot be returned pursuant to California Code of Regulations 174.

Applications submitted by mail must be **POSTMARKED** to indicate the "Date of Processing," or personally delivered no later than the final filing date. Applications postmarked or personally delivered after the final filing date will not be accepted for any reason.

You are advised not to send your application via interoffice or interagency mail as a date sent cannot be determined.

Candidates are responsible for a timely submission of their application (and any other required documentation) and are encouraged to contact the Examination & Recruitment Section at Exams@cdtfa.ca.gov to verify receipt of their application before the final filing date.

All applications must include: the Exam Code and Classification Title(s)*; "to" and "from" dates (month/day/year); time base and hours worked; civil service class title (not working title); and complete description of duties performed. **Any applications received without candidate signature or complete information will be rejected.**

EXAMINATION INFORMATION

This examination will consist of a **Supplemental Items evaluation weighted 100%**. In order to obtain placement on the eligible list, a minimum rating of 70% must be attained.

Each applicant for this examination must complete and submit their responses to the Supplemental Items according to the instructions shown below. Applications received **without** the Supplemental Items **will be eliminated from the examination process**.

GUIDELINES FOR RESPONDING TO THE SUPPLEMENTAL ITEMS

Each applicant for this examination must complete and submit their responses to the Supplemental Items according to the instructions shown below:

- Your responses must be typed and on 8 1/2" x 11" paper.
- Your response for each item must **not** exceed 1 typed page (12-point font).
- Put the **examination title** and **your name** at the top of each page.
- Make sure your responses are **complete, specific, clear and concise**.
- Answer and indicate each item number separately.
- Each response will be independently evaluated; therefore, it is important that you provide a complete response to each item. Omitted information cannot be considered or evaluated.

NOTE: Resumes, letters and other materials WILL NOT be evaluated or considered as responses to the Supplemental Items.

SUPPLEMENTAL ITEMS

Item #1

Please describe your experience researching, analyzing, and interpreting complex information, to produce plain language communication materials for internal staff and the public.

Item #2

Please describe your experience organizing, writing, editing, proofreading, and creating online or printed materials.

Item #3

Please describe your experience creating and maintaining cooperative working relationships with colleagues and the public.

Item #4

Please describe your experience planning and maintaining multiple projects to meet deadlines while responding quickly and effectively to unanticipated situations.

ELIGIBLE LIST INFORMATION

A 12-month eligible list will be established for the California Department of Tax and Fee Administration for: **Sacramento**. Names of successful competitors are merged onto the list in order of final scores, regardless of date. Eligibility automatically expires 12 months after it is established.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements as stated in the Minimum Qualifications section of this examination announcement at the time of application submission.

MINIMUM QUALIFICATIONS

The following minimum qualification patterns come directly from the official classification specification, found at <https://jobs.ca.gov/CalHRPublic/Tools/ClassSalarySearch.aspx>

EXPERIENCE:

Either I

1. Two years of experience communicating financial information to the public.

Or II

2. Four years of experience in writing, reporting or editing for a newspaper, news service, radio or television station or in a position having major duties in the area of public relations or public information and involving communicating to the public. This experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in itself. (Experience in the California state service applied toward this requirement must have included at least one year performing the duties of a class at a level of responsibility equivalent to that of Assistant Information Officer.)

AND

EDUCATION:

Equivalent to graduation from college. (Additional qualifying experience may be substituted for education on a year-for-year basis.)

NOTE REGARDING EDUCATION: If qualifying under a minimum qualifications pattern requiring education, applicants MUST ATTACH a copy of either their official OR unofficial college transcript(s) as proof of obtaining the required degree and/or completion of the required course work indicated. Applicants who do not submit a copy of their transcripts with their application will be eliminated from the examination. Transcripts must indicate applicant name, the name of the institution, and detailed information regarding any required coursework, including: course title; semester/quarter credits earned; name of institution; and completion dates. If a degree is required, transcripts submitted as proof must also show the date the degree was awarded/conferred. Applicants must provide official transcripts by time of hire before being considered eligible for appointment.

Applicants with foreign transcripts must provide a foreign transcript evaluation that indicates the number of units that foreign course work is equivalent to. The Department accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teachers Credentialing; approved agencies may be found on the Commission's website: www.ctc.ca.gov.

POSITION DESCRIPTION

Under direction, to assist a Tax Service Specialist with a program of providing accurate and understandable information to the public concerning the tax laws, rules, and regulations administered by a tax agency; and to do other related work.

KNOWLEDGE AND ABILITIES

Knowledge of: Process of translating complex tax laws, rules, and regulations into lay terms; methods used to determine public needs for facts and guidance; methods of editing publications and forms; communications channels, methods, and procedures; California state revenue and taxation programs.

Ability to: Encourage proper compliance with tax laws; anticipate industry-wide tax problems and stimulate the development of answers and their dissemination to the public; develop new and imaginative approaches in organizing and directing major segments of a statewide communications and education program; communicate effectively; establish and maintain cooperative relations with the press and tax practitioners; organize and lay out printed materials; analyze situations accurately and take effective action.

DISTINGUISHING CHARACTERISTICS

Ability to represent taxpayer interest in a technically oriented organization; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; recognition of the public's need for assistance in understanding complex taxation procedures, and to effectively present tax agency policies to the public; ability to gain the confidence and respect of those contacted in the work.

CONTACT INFORMATION

If you have questions concerning this examination, or if you need reasonable accommodations, please contact the California Department of Tax and Fee Administration, Examination Section by email at Exams@cdtfa.ca.gov.

GENERAL INFORMATION

EEO: The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to 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.

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.

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.

Reasonable Accommodations: Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

Notices: For any examination, it is the candidate's responsibility to contact the Examination and Recruitment Section three weeks after the final filing date if notification has not been received.

Competitive Examination: Possession of the entrance requirement(s) does not assure a place on the eligible list. Your performance in the examination 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.

Revision of Plan: The California Department of Tax and Fee Administration reserves the right to revise the examination plan to better meet the needs of the department should any circumstances change during this examination administration. Such revision will be in accordance with civil service laws and rules.

College Education: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree or a letter from the college or university stating the applicant has met all of the academic requirements for graduation. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

Veterans' Preference: Veteran's preference credits will be awarded for all open competitive examinations, pursuant to government code section 18973.1 and 18973.5, effective January 1, 2014, as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference; 2) An entrance examination is defined, under the law, as any open competitive examination; 3) Veterans preference is not granted once a person achieves permanent civil service status.

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at jobs.ca.gov and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at <https://www.calvet.ca.gov/>

Deaf or Hard of Hearing: TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device. Calls may be placed using the California Relay Service: From TDD: (800) 735-2929; From Voice (800) 735-2922; From TTY: 711 (NATIONAL RELAY SERVICE)