



OFFICE OF THE CHIEF FINANCIAL OFFICER (OCFO)

Position Vacancy Announcement

SERVICING PERSONNEL OFFICE/UNIT: **Office of Management and Administration (OMA), Human Resources Division**

ANNOUNCEMENT NO: 15-AD-OTR-0036	POSITION: Customer Service Specialist (Team Leader)
POSITION SERIES: DS – 301	POSITION GRADE: DS – 11/1 – 11/10
OPENING DATE: June 9, 2015	CLOSING DATE: Open Until Filled
IF "OPEN UNTIL FILLED," FIRST SCREENING DATE: June 23, 2015	SALARY RANGE: \$57,959 - \$74,729 TOUR OF DUTY:
WORKSITE LOCATION: 1101 4th Street, SW Washington, DC 20024	AREA OF CONSIDERATION: Unlimited
PROMOTION POTENTIAL: None	NO. OF VACANCIES: One (1) or more
AGENCY: Office of Tax and Revenue (OTR), Customer Service Administration (CSA)	DURATION OF APPOINTMENT: Term (Not to exceed 5 years)

This position is **NOT** in a collective bargaining unit.

BRIEF DESCRIPTION OF DUTIES: This position is located in the Office of the Chief Financial Officer (OCFO), Office of Tax and Revenue (OTR), Customer Service Administration. The incumbent analyzes customer and practitioner requests and matters to determine proper resolution of their issues, and then takes appropriate action. Researches regulations, tax code and other sources for the more complex tax questions and to ensure accurate information is provided to the public, practitioners, legal and other representatives. Prepares documentation of research (memoranda, report, etc.) on outstanding or ongoing, issues for review by appropriate staff or official, e.g. legal staff, problem resolution officer, director. Approves request for waivers of penalties and interest on authorized accounts, and processes and makes recommendations for waivers on other accounts. Prepares complex individual tax return for customers; guides lower grade employees in preparation of tax returns. Generates and issues bills and other correspondence to customers after determining tax adjustments or other actions. Represents the administration at public appearances requiring presentations and briefings. Utilizes automated systems and equipment to access and input technical customer tax information in a wide variety of formats. Provides expert knowledge to internal and external customers in a wide range of technical methods, principles, and practices within the Customer Service Administration. Protects confidentiality of taxpayer information as required by disclosure laws and regulations. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS: One (1) year of specialized experience performing the related duties and responsibilities is required. Bilingual applicants are desired.

SPECIALIZED EXPERIENCE: Experience that provides the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization.

SUBMISSION OF RANKING FACTORS: The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors **ON A SEPARATE SHEET OF PAPER. PLEASE SEND AS AN ATTACHMENT TO YOUR RESUME.** Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you meet the ranking factors that have been determined to be of importance for the position for which you are applying. You may refer to any experience, education, training, awards,

outside activities, etc. that include the degree to which you possess the job related knowledge, skills, and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

1. Describe your ability to communicate effectively with the public via telephone, face to face contact or written correspondence as well as how you maintain professionalism in all situations.
2. Please describe specific training and/or experience in oral and written communication to a variety of audiences.
3. Describe your experience assisting management with technical guidance, training and/or mentoring employees.

TIME-IN-GRADE REQUIREMENTS ARE APPLICABLE. APPLICANTS CLAIMING VETERAN'S PREFERENCE MUST SUBMIT OFFICIAL PROOF WITH THE APPLICATION.

DRUG-FREE WORKPLACE ACT OF 1988: "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NOT LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."

APPLICATIONS SUBMITTED FOR CONSIDERATION WILL NOT BE RETURNED TO THE APPLICANT, EXCEPT THAT APPLICATIONS RECEIVED OUTSIDE THE AREA OF CONSIDERATION OR AFTER THE CLOSING DATE WILL BE RETURNED WITHOUT ACTION.

WORKING CONDITIONS: Office Environment

PHYSICAL EFFORT: Sedentary

ALL POSITIONS NOT IN THE COLLECTIVE BARGAINING UNIT SERVE AT THE PLEASURE OF THE CFO AND MAY BE TERMINATED AT WILL.

IMPORTANT NOTICE TO ALL APPLICANTS: Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the OCFO. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who contact you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. **Thank you for considering employment at the OCFO!**

HOW TO APPLY: ALL APPLICANTS, INCLUDING DEPARTMENTAL EMPLOYEES AND OTHER DC GOVERNMENT EMPLOYEES, MUST SUBMIT THE DISTRICT OF COLUMBIA APPLICATION, [DC 2000](#). (RESUME MAY BE ATTACHED.) **INCOMPLETE APPLICATIONS (DC2000'S) WILL NOT BE CONSIDERED.** EMPLOYEES AFFECTED BY RESTRUCTURING MUST SUBMIT THEIR APPLICATION WITH THE APPLICATION TRANSMITTAL FORM. **ALL APPLICATIONS, TRANSCRIPTS, AND SUPPORTING DOCUMENTS MUST BE RECEIVED BY CLOSE OF BUSINESS (5:00PM) ON THE FIRST SCREENING DATE OR CLOSING DATE OF THIS ANNOUNCEMENT OR THEY WILL NOT BE CONSIDERED.**

"A NON-COMPETITIVE SELECTION OF A CANDIDATE ON THE AGENCY'S REEMPLOYMENT PRIORITY LIST OR THE DISPLACED EMPLOYEE'S PRIORITY LIST WILL RESULT IN CANCELLATION OF THIS ANNOUNCEMENT."

NOTE: It is imperative that all information on the DC 2000, resume and supporting documents be both accurate and truthful and is subject to verification. Misrepresentations of any kind may be grounds for disqualification for this position or termination.

WHERE TO APPLY:

Yolanda Thomas
OCFO – OMA – Human Resources

1101 4th Street S.W.
Washington, DC 20002
(202) 442-6523

RESIDENCY PREFERENCE AMENDMENT ACT OF 1998: An external applicant for a position in the OCFO who is a bona fide resident of the District of Columbia AT THE TIME OF APPLICATION, may claim a hiring preference over a non-resident applicant by completing the 'Residency Preference for Employment' form, [DC 2000RP](#), and submitting it with the employment application, [DC 2000](#). To be granted preference, an applicant must: (1) be qualified for the position; and (2) submit a claim form at the time of application. Except for employees entitled by law to preference, preference will not be granted unless the claim is made at the time of application. This preference is only granted upon initial appointment.

NOTICE OF NON-DISCRIMINATION: In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code section 2-1401.01 *et seq.*, (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination, which is also prohibited by the Act. In addition, harassment based on any of the above, protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

NOTICE OF BACKGROUND INVESTIGATION AND PENALTIES FOR FALSE STATEMENTS: Employment with the OCFO is subject to the completion and satisfactory result of a background investigation conducted by the OCFO. For most positions, the investigation is conducted after commencement of duty, at which time you will be provided background and release of information forms to complete. For more information, see the Employment Opportunities section at the OCFO website (www.cfo.dc.gov). Certain highly sensitive positions however warrant completion of the OCFO background investigation prior to commencement of duty. You will be informed if this is required.

Applicant understands that a false statement on any part of your application, including materials submitted with the application, may be grounds for not hiring you, or for firing you after you begin work (D.C. Official Code, section 1-616.51 *et seq.*) (2001). Applicant understands that the making of a false statement on the application or on materials submitted with the application is punishable by criminal penalties pursuant to D.C. Official Code, section 22-2405 *et seq.* (2001).

SALARY REDUCTION OF REEMPLOYED ANNUITANTS: An individual selected for employment in the District Government on or after January 1, 1980, who is receiving an annuity under any District government civilian retirement system, shall have his or her pay reduced by the amount of annuity allocable to the period of employment as a reemployed annuitant.

OFFICIAL JOB OFFERS ARE MADE ONLY BY THE OMA HUMAN RESOURCES

OFFICE OF THE CHIEF FINANCIAL OFFICER

AN EQUAL OPPORTUNITY EMPLOYER