



WE'RE HIRING!

CONTACT REPRESENTATIVE GS-05 Kansas City, MO

If you are compassionate about helping people and providing great customer service, a position as a Contact Service Representative may be the perfect job for you. You will be part of a community of professionals working directly with taxpayers through telephone calls or written correspondence to resolve tax problems. The IRS employs talented people in a wide variety of professional career fields. You will receive first class paid training to further develop your professional skills. The positions offer varied challenges and tremendous advancement potential.

IRS Accounts Management is hiring 288 Full Time Seasonal Contact Representatives in Kansas City, MO

- Anticipated start date: October 31, 2016
- Tour of Duty, Monday-Friday, 6:00 am – 2:30 pm or 4:30 pm – 1:00 am, hours will vary during training
- Entry level- GS-5 \$15.50 hourly
- Full working level- GS-8 \$27.65 hourly

As a Contact Representative you will:

- Provide technical assistance to individuals
- Address a wide range of issues and problems requiring unique solutions
- Provide assistance to resolve tax issues
- Make determinations and use sound judgment to resolve taxpayer disputes and delinquency issues
- Analyze and evaluate information using computerized records and online systems

Conditions of employment:

- Must be a citizen of the United States
- FBI fingerprint check and tax compliance verification
- Registered for Selective Service (if applicable)
- Must have one year specialized customer service experience dealing with records, documents or financial accounts, or a 4-year degree – or a combination of work experience and upper-division education

Benefits may include:

Vacation & sick leave

Opportunities for advancement

Competitive salaries

Paid holidays

Paid training

Life Insurance

Fitness Center

Health Insurance

Paid Parking

To apply for this terrific job opportunity, visit the IRS on USAJobs:

www.usajobs.gov

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