



Thank you for your interest in the temporary Taxpayer Services Representative position with the Idaho State Tax Commission

Application Instructions and Tips:

- Complete all sections of the application package. It is important for your application to be complete, accurate and no errors.
- You have the ability to print the application and write (print) clearly or fill out electronically and submit as indicated below.
- **Your *resume* must be submitted with the application.**
- Don't forget to sign your application.
- Attach additional pages if needed.
- The electronic application has limited text fields.
- Your resume supporting your qualifications must be submitted with your application package or your application may be rejected until your resume is received.
- Applications are due by the closing date of this announcement. Late applications will be accepted until positions are filled.

You may submit your application and resume by:

- Email as an attachment to hr@tax.idaho.gov
- Fax to (208)332-6683
- Hand deliver to the State Tax Commission 800 Park Blvd Plaza 4, Taxpayer Services first floor
- Mail to the State Tax Commission, Attn: Human Resources, PO Box 36, Boise, Id 83722

A few guidelines to follow in the application process:

- To expedite your employment interest you must submit a *completed* application, **signature required on the certification statement page.**
- Using additional pages to answer questions is encouraged.
- Just a reminder: photo ID and social security card will be required if you are selected for employment. Go to your nearest Social Security office and request a duplicate if you are unable to locate your Social Security card.

Please contact us at 208-334-7508 or at hr@tax.idaho.gov if you have questions or need additional information. We look forward to receiving your application and resume.

Thank you,

Idaho State Tax Commission
Human Resources

If no, explain:

10. Have you ever been discharged, involuntarily transferred, or forced to resign? No ___ Yes ___
If yes, explain: _____

A "Yes" answer to the following questions does not necessarily preclude your being hired by the State Tax Commission.

11. Do you currently use or, within the past five years, have you used illegal substances?
No ___ Yes ___ If yes, explain: _____

12. Have you ever bought, sold, or otherwise distributed any illegal substances(s)? No ___ Yes ___
If yes, explain: _____

13. Except for minor traffic offenses, have you ever entered a plea of guilty or no contest, had a withheld judgment or been convicted of any felony? No ___ Yes ___ If yes, explain: _____

Personal History

14. Are you proficient in any other languages? If yes, please list: _____

15. Education and Training: - after high school or special training

Did you graduate from high school/GED? ___Yes ___No

Name of School	City/State	From	-	To	Graduate?	Degree/Major
					Y N	
					Y N	

16. Employment History and Experience: Beginning with your most current employment, please list in chronological order all jobs (including part-time, temporary, and voluntary positions) you have held in the past 10 years. Include military service and type of discharge. Explain any gaps in employment. Attach additional pages if needed.

Current/Most Recent Employer:		Supervisor:	
Address:		Phone No:	
Dates: From:	To:	Hourly Salary:	Hours Worked Weekly:
Job Title:		Reason for Leaving:	
Responsibilities:			

Employer:		Supervisor:	
Address:		Phone No:	
Dates: From:	To:	Hourly Salary:	Hours Worked Weekly:
Job Title:		Reason for Leaving:	
Responsibilities:			

Employer:		Supervisor:	
Address:		Phone No:	
Dates: From:	To:	Hourly Salary:	Hours Worked Weekly:
Job Title:		Reason for Leaving:	
Responsibilities:			

17. Personal References: Please list 3 personal references you have known, i.e. friends, neighbors, co-workers, and teachers you have known at least the past 3 years and who have knowledge of you and your qualifications. Exclude former employers already included under the Employment Section.

<u>Name</u>	<u>Day Phone No.</u>	<u>Occupation</u>	<u>Relationship</u>

Qualifications

18. The following questions pertain to the minimum qualifications required for all Taxpayer Services Representative positions with the Idaho State Tax Commission. After reading each one carefully, please describe all of your related experience, education and training. Your resume must validate your responses. Add additional sheets if needed.

Experience is considered full-time work experience if you worked at least 35 hours a week. For education and training, describe course title(s), content, and hours/credits for each.

a) Describe how you have gained some knowledge of state or federal tax laws and rules.

Typically met by having six months of experience applying and explaining, orally or in writing state tax rules or policies and procedures to others. OR completion of a professional seminar or volunteer course where you learned to prepare tax returns. NOTE: preparing your own business or personal tax returns or those of relatives is non-qualifying.

b) Describe your experience interpreting, explaining and or applying information such as laws, rules, and/or policies to customers on a regular basis.

Typically met by six month of paid experience where customer services either on the phone or in person was a regular part of the job. Experience may be gained by working in a call center, or in a customer service job where answering phones and providing information on technical information was a regularly assigned duty.

c) Describe your composing and preparing original written business communications such as letters, memos and other routing business correspondence and reports.

Typically met by having at least on year of paid experience composing and preparing original written business communications such as letters, memos and other routine business correspondence and reports. To qualify, this experience must have been ongoing in nature and not just an occasional job duty.

d) Describe your experience using word processing software to format, print, and save documents. Typically this is gained by at least six months of full-time paid work experience.

e) Describe using the Internet for research in a college or business setting. Typically this is gained by at least six months of full-time paid work experience.

f) Describe how you gained some knowledge of the Idaho sales tax laws and rules. This experience is desirable but not required. Typically gained by six months work experience where you were required to apply and/or explain sales tax exemptions and definitions of sale, sale price, etc. as a frequent part of the job.

g) Are you able to speak Spanish and English fluently? This ability is desirable but is not a job requirement.

_____ I do not have the ability to speak Spanish and English fluently.

_____ I am able to speak Spanish and English fluently.

Background Investigation

All personnel of the Idaho State Tax Commission will be carefully screened prior to appointment. This screening is required to safeguard the confidentiality of agency information; protect the security; and to ensure that bonding, conflict of interest, and tax filing requirements are met.

The confidentiality of background information is strict. It will be shared only with the hiring authority and top administrators of the agency on a need-to-know basis. At the completion of the background investigation, this questionnaire will be kept in a locked cabinet to ensure its confidentiality. The records are exempt from public disclosure pursuant to Idaho Code 9-340 (22), (36), and (43).

The information obtained from this application and personal history statement, and the background investigation will be used to determine suitability for employment.

Certification Statement

I hereby certify that all answers and statements are true and complete to the best of my knowledge. I understand any false statements of material facts or omission will subject me to disqualification for employment with the Idaho State Tax Commission and my application may be rejected, my name removed from consideration, or my employment with the State terminated.

Signature

Date

IDAHO STATE TAX COMMISSION

AUTHORIZATION FOR RELEASE OF RECORDS FOR PRE-EMPLOYMENT BACKGROUND INVESTIGATION

I, _____, do hereby authorize a review of and full disclosure of all records and information concerning myself to any duly authorized agent of the Idaho State Tax Commission (ISTC), regardless of whether the said records and information are of a public, private, or confidential nature. This shall include, but not be limited to, employment files, personnel records, disciplinary records, complaints or grievances filed by or against me, and training files.

I understand that any information obtained, in whole or in part, upon this release authorization will be considered in determining my suitability for employment by the ISTC. I also certify that any person, governmental entity or agency, including their officials, employee(s), agents and assigns who may furnish such information concerning me shall not be held liable for giving records or information. I do hereby release said person, governmental entity or agency, including their officials, employee(s), agents and assigns from any and all claims or causes of action whatsoever for damages, expenses, and cost of attorney's fees which may be incurred as a result of furnishing such information.

A photocopy of this release form will be valid as an original thereof, even though the said photocopy does not contain an original writing of my signature.

Once all paperwork is submitted, plus any/all material/information gathered and/or discovered during the hiring process will become the sole property of the Idaho State Tax Commission.

Signature

Print Name

Date

Street Address

Telephone

City

State

Zip