



STATE OF CALIFORNIA
Franchise Tax Board

Proposed

HR Date: 08/16/2023

HR Initials: RP for JPS

Duty Statement

Request for Personnel Action (RPA) Number 2324-00411	Effective Date
Classification Title PFT Tax Technician	Position Number 564-728-7505-XXX
Working Title Agent Operations	Bureau and Section Filing Services Bureau (FSB)/ Correspondence, Analysis, Support, and Education Section (CASES)

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general supervision of the Customer Service Supervisor in the Correspondence, Analysis, Support, and Education Section (CASES), in a contact center, the incumbent will professionally receive and respond to phone and/or written inquiries (live chat, & correspondence from customers and their representatives). These inquiries include requests for information pertaining to all programs administered by the Franchise Tax Board. In addition, receive requests for information regarding programs administered by other state departments and taxing agencies. When dealing with the public, exercise professionalism and good judgment to assist the customer in identifying the exact nature of the issue that prompted the contact and explain pertinent legal provisions, regulations, and related administrative practices.

Essential Functions

Percentage	Description
40%	Responds to phone and/or written inquiries in a clear, professional, and timely manner by telephone and/or by preparing a written response through correspondence and/or Live Chat. Analyzes the less complex taxpayer information to assist the customer in determining filing requirements; which form(s) are appropriate for the taxpayer to file; resolves revenue resolution problems and issues resulting from Audit, Collections, and Filing Program activities; explain the reason(s) for tax liabilities; abates tax and issues refunds; assesses tax as required; prepares complex account resolution transactions; explains application of law related to penalties and interest; and reconstructs accounts to determine the correct outcome of adjustments. Follows the Department's policy for Privacy and Disclosure at all times to ensure the protection of taxpayer information.
35%	Provides immediate information regarding taxpayer rights, privileges, and obligations under the Personal Income Tax (PIT) and Business Entities (BE) tax laws. Provides and explains new services available through the FTB website. Explains all payment arrangement options, including informal 90-day payment arrangements, formal installment agreements, and hardship procedures involving Earnings Withholding Orders for Taxes (EWOTs) and Orders to Withhold (OTWs). Releases EWOTs and OTWs or modify them to reflect a revised amount due when procedures permit. Explains and follows through with Western Union Quick Collect payment procedures and determine if the taxpayer has received due process during billing cycles. Explains the lien process and resolve liens issued in error. Answers general questions regarding FTB special programs. Performs the transactions necessary to correct accounts. Cancels tax, penalties, and interest that resulted from erroneous adjustments or billings.



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HR Date: 08/16/2023

HR Initials: RP for AD

Duty Statement

Request for Personnel Action (RPA) Number 2324-00534 through 2324-00535	Effective Date
Classification Title Tax Technician	Position Number 564-765-7505-XXX
Working Title Tax Technician	Bureau and Section Filing Compliance Bureau – Filing Enforcement Section

Our mission is to help taxpayers file timely and accurate tax returns, and pay the correct amount to fund services important to Californians. In order to support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general supervision of the Administrator I, in the Filing Enforcement Section, the incumbent processes Quality Assurance work lists by reviewing and perfecting non-filer cases. The Tax Technician responds to Personal Income Tax Filing Enforcement correspondence timely by phone and by writing, with a high degree of quality and provides excellent customer service. This includes paraprofessional duties including advising and explaining the need for adjustments, assessments, and processing which may require outbound telephone calls. Answers incoming Automated Call Distribution (ACD) calls to resolve accounts. The position will require the incumbent to use FTB systems to obtain information to perfect taxpayer cases in the Non-filer Compliance (INC) system, correct erroneous payer/third party information, and ensure accuracy of non-filer contact information.

Essential Functions

Percentage	Description
35%	Analyze less complex information obtained from sources such as Taxpayer Information System (TI), Taxpayer Folder (TPF), Case Management (CM), Accounts Receivable Collections System (ARCS), Withhold At Source System (WASS), Department of Motor Vehicles (DMV) and Lexis Nexis to determine filing requirements and perfect INC cases. Takes appropriate action in INC, ARCS and TI on accounts including withdrawing assessments, releasing liens as filed in error, or correcting accounts so they can remain in the automated program. Responsible for performing less complex adjustments and transactions to prevent erroneous contacts to taxpayers for current and future years. Performs tax year moves in TI and ensure that erroneous NPAs are withdrawn or cancelled. Notates Taxpayer Folder with appropriate comments. Utilize the INC system to locate duplicate entities for taxpayers and identifies returns filed under ITINS and performs account cleanup transactions. Perfects Taxpayer information (name, address, date of birth/death etc.).
30%	Processes work lists by analyzing and perfecting various Income Models and Review Reasons in INC to ensure that the correct income and returns are associated to the correct Taxpayer utilizing INC and TPF to determine non-filers' filing requirements. Processes automated filing enforcement assessments prior to issuance of notices to Taxpayers to ensure the accuracy of the notice. Responsible for resolving and removing review reason(s) and case holds.



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HR Date: 08/16/2023

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Duty Statement

Request for Personnel Action (RPA) Number 2324-00394 through 2324-00395	Effective Date
Classification Title Tax Technician	Position Number 564-767-7505-XXX
Working Title Tax Technician	Bureau and Section Filing Compliance Bureau / Withholding Services and Compliance Section

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general supervision of an Administrator I, the Tax Technician performs a variety of entry and full journey level functions necessary to accurately process withholding credits for Personal Income Tax (PIT) and/or Business Entity (BE) taxpayers. The less complex job duties are performed in a customer service oriented processing environment across the Withholding Services and Compliance Section. The incumbent will correspond with taxpayers via letters and/or telephone regarding additional information necessary to process withholding credits. The incumbent may be rotated or loaned throughout the Section, as workload priorities shift.

Essential Functions

Percentage	Description
45%	Analyze and resolve less complex accounts to determine proper amount of withholding. Perform transactions to ensure correct withholding is applied to taxpayer accounts and withholding agent accounts are balanced. Review withholding data from multiple data sources, such as computer systems and withholding forms. Verify tax returns to confirm the income is reported for the associated withholding. Evaluate and assess income and expense reports.
45%	Provide taxpayer assistance by answering/initiating phone calls and sending/receiving written correspondence. Explain legal provisions and regulations to taxpayers and their representatives. Explain filing requirements for withhold at source issues and the application of law related to penalties and interest. Apply applicable policies and procedures when corresponding with taxpayers processing withholding forms, and completing transactions. Review, develop and/or provide input on reference guide materials, procedures, withholding forms and publications.

Marginal Functions

Percentage	Description
10%	Participate on teams and or special projects. Actively contribute to the team/project goals. Communicate progress to supervisor

Signature Authorization

If I choose to sign this form electronically, I agree that my electronic signature is a legally binding equivalent to my handwritten signature on a paper form.

Employee: I confirm that I have read and understand the described duties and functions of this position.

Name (Print)

Signature

Date

Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Name (Print)

Signature

Date



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Duty Statement

Request for Personnel Action (RPA) Number 2324-00483 through 2324-00484	Effective Date
Classification Title Tax Technician	Position Number 564-768-7505-XXX
Working Title Fraud Technician	Bureau and Section Filing Compliance/Fraud Analysis and Detection

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the general supervision of the Administrator I, in the fraud contact center, the Tax Technician will respond to telephone and written inquiries related to the validation of fraud, identity theft and account related questions on Personal Income Tax (PIT) returns. Resolve a wide range of suspense management assignments from the Return Analysis System and make contact with taxpayers, representatives, and employers in the process of evaluating suspicious returns. Work independently and answer ACD phone line.

Essential Functions

Percentage	Description
60%	In a high volume contact center environment, respond to telephone (ACD) and correspondence contacts from taxpayers to resolve less complex Return Analysis suspense management assignments. While on the phone or answering correspondence, analyze taxpayer accounts and all available data utilizing departmental systems to determine the existence of fraud or identity theft. Work with the taxpayer or their representative to obtain the necessary documentation to determine if the refund, identity theft, or refundable credit claim should be allowed or denied. Explain PIT laws, procedures, and policies related to withholding, Earned Income Tax Credit, other refundable credits, and identity theft to taxpayers or their representatives. After the determination is made, make all necessary account adjustments. Follow departmental policy for Privacy and Disclosure at all times to ensure the protection of taxpayer information.
30%	Review correspondence to process returns and claims for refund. Communicate with employers by correspondence to obtain information necessary to process returns with wage and withholding discrepancies. Perform the necessary transactions through departmental systems to process returns. Utilize the Fraud Guidelines, departmental systems, and lead resources to provide accurate and timely customer service. Examine processed returns in TI in order to make necessary corrections and input account information into the Fraud Database. Gather information from fraudulent cases and refer cases with all the necessary information to the FADS modeling team for action.

Marginal Functions

Percentage	Description
10%	Attend meetings and FTB events as required. Attend training, as necessary, to improve your knowledge, skills, and abilities. Assist with training, provide on-the-job (OJT) training, and act as a rover as needed. Identify procedural and system issues and recommend appropriate action in order to facilitate resolution of accounts.

Signature Authorization

If I choose to sign this form electronically, I agree that my electronic signature is a legally binding equivalent to my handwritten signature on a paper form.

Employee: I confirm that I have read and understand the described duties and functions of this position.

_____	_____	_____
Name (Print)	Signature	Date

Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

_____	_____	_____
Name (Print)	Signature	Date



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Duty Statement

Request for Personnel Action (RPA) Number 2324-00472 through 2324-00473	Effective Date
Classification Title Tax Technician	Position Number 564-769-7505-XXX
Working Title Tax Technician	Bureau and Section Filing Compliance Bureau (FCB)/ Compliance, Analysis & Validation Section (CAVS)

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General Statement

Under the general supervision of a Customer Service Supervisor, the incumbent is responsible for independently analyzing Power of Attorney (POA) Declarations to determine accuracy and completion in accordance with applicable laws, provisions, and regulations. The incumbent is expected to follow the department's confidentiality and disclosure rules, and the POA policies and procedures and follow unit procedures to accurately and efficiently update appropriate POA information into various computerized database according to quality standards. All duties are performed within the framework of the department's strategic business goals, mission and values. This is a production-oriented unit which requires the ability to work independently and exercise good judgment.

Essential Functions

Percentage	Description
45%	Reviews Power of Attorney Declarations and make appropriate determinations to accept or reject based on accuracy and/or completeness, in accordance with the provisions of governmental POA rules and regulations, departmental procedures and policies, while using detailed program knowledge. This includes analyzing and ensuring that the taxpayer provides the acceptable Power of Attorney form(s) including additional documentation as required such as court documents and/or other supporting documentation. Complete analysis through use of a personal computer and various departmental programs such as TI, BETS, EDR POA Wizard, Case Management and the Taxpayer Folder.
40%	Initiate and respond to internal and external contacts in a clear, professional and timely manner by phone and/or preparing a written response as it pertains to POA Declarations. Explain basis for rejected POA declaration(s) and/or request additional information needed to approve. You follow the department's policy for Privacy and Disclosure and ensure the protection of taxpayer information.
5%	Categorize incoming POA Declarations in Case Management. You may perform miscellaneous review functions, provide one-on-one training, and act as a resource to management and staff for special assignments.

Marginal Functions

Percentage	Description
5%	Provide feedback and recommend actions that may be taken to improve the unit's customer service objectives and workload goals. Operate as a technical resource and assist in identifying, researching and resolving procedural issues, recommend enhancements to applicable forms and IT system.

Percentage	Description
5%	Attend meetings and FTB events as required. May participate in departmental focus groups to improve customer service; assist with special projects assigned to the section; and conduct customer surveys.