STATE OF CALIFORNIA
Franchise Tax Board

Current or Proposed
Proposed
Date Approved
10/20/2026
HR Initials
AD

DUTY STATEMENT

Request for Personnel Action (RPA) Number ERPA-2627-00136	**Effective Date** 12/01/2026
Classification Title Compliance Representative, FTB	**Position Number** 564-768-8619-022
Working Title Fraud Lead	**Bureau and Section** Filing Compliance Bureau Fraud Analysis & Detection Section A

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 close supervision of an Administrator I, in the Fraud Contact Center, the Compliance Representative (Lead) works complex accounts and provides guidance and assistance to fraud technicians and support staff as a unit lead. Incumbent provides a high degree of professional and technical assistance and training to team members responsible for receiving and responding to telephone and written inquiries related to the validation of fraud, identity theft and account related questions on Personal Income Tax (PIT) returns. The Compliance Representative (Lead) provides feedback to agents through the quality review process. Incumbent participates as a team member with others in the section and department to identify and resolve work-related issues.

Essential Functions

Percentage	Description

60%	In a high-volume contact center environment, serve as a technical expert to assist fraud technicians in the completion of their workloads, including providing guidance on decisions related to cases and responses provided to taxpayers. Provide quality review of accounts completed by technicians to ensure accuracy and consistency with procedures, directives, and policies. Aggregate quality review data and provide a summary. Identify procedural and system issues and recommend appropriate action. Work with peers to ensure consistency in review scoring and application of unit procedures. Act as a reviewer for revised or new procedures.
30%	Provide individual training to team members and immediate feedback to the supervisor or team members regarding any pertinent performance information. Identify training deficiencies and provide one-on-one training with new and veteran employees. Evaluate and recommend actions that may be taken to improve the quality and quantity of work performed. Utilize the Fraud Guidelines and departmental systems to work complex accounts referred by fraud technicians and departmental liaisons. Assist fraud technicians with incoming calls by explaining complex law issues. Clarify customer account information. Respond to irate or sensitive calls. Correct erroneous information. Answer incoming Automated Call Distribution (ACD) calls to resolve accounts during peak processing times.

Marginal Functions

Percentage	Description
10%	Attend meetings and training. Assist with training. Provide on-the-job (OJT) training. Act as a rover. Serve as a subject matter resource and represent Fraud in departmental projects and special assignments.

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