OFFICE TECHNICIAN (TYPING)

Franchise Tax Board

$2,809.00 - $3,515.00

Alameda County - Permanent, Full Time - 8:00am-5:00pm

Final Filing Date: 2/18/2016

Equal Opportunity Employer

The State of California is an equal opportunity employer that actively pursues and hires a diverse workforce. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, disability (mental or physical), gender identity or expression, genetic information, marital status, medical condition, military veteran status, national origin, political affiliation, pregnancy, race, religion or creed, sex, sexual orientation, or any other factor that is not related to the job.

It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

Department Information

Mission of the Franchise Tax Board: Our mission is to provide the services and information to help taxpayers file accurate and timely tax returns and pay the proper amount owed. To accomplish this mission, we develop knowledgeable and engaged employees, administer and enforce the law with fairness and integrity, and responsibly manage the resources allocated to us.

Department Website: http://www.ftb.ca.gov

Job Description and Duties

Under the direction and supervision of the Oakland Field Office Supervisor or Lead person you will perform general clerical duties in support of the Northern Region collection and public counter units. As an Office Technician you are expected to consistently exercise a high degree of initiative, independence, and originality in performing your assigned tasks. The scope of the duties requires the incumbent to exercise good judgment, and maintain confidentiality in performing assigned duties in alignment with the operational needs of the business areas. Incumbents will be expected to work the 8:00am-5:00pm shift.
Background Check Required

**IMPORTANT NOTICE** As required by the department's rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with the California revenue and taxation code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California revenue and taxation code may prevent you from being hired at FTB. You must verify your filing status by calling 1-800-852-5711 to resolve any potential tax compliance issues, prior to submitting your application and seeking employment with FTB. All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records. We comply with the Americans with Disabilities Act. Persons with hearing or speech impairments, call TTY/TDD (800) 735-2929.

Application Instructions

Completed applications and all required documents must be received or postmarked by the Final Filing Date in order to be considered.

Final Filing Date: 2/18/2016

Who May Apply

Individuals who are currently in the classification, eligible for lateral transfer, eligible for reinstatement, eligible for a Training and Development assignment, have SROA and/or Surplus eligibility, or have list eligibility (or are in the process of obtaining list eligibility). SROA and Surplus candidates may attach “surplus letters” to their applications. Applicants must meet the Minimum Qualifications stated in the Classification Specification(s). Applications will be screened and only the most qualified applicants will be selected for an interview.

How To Apply

Completed Examination/Employment Application (STD 678) and applicable or required documents must be submitted to apply for this Job Posting. A completed copy of the Application Packet listing must be included, when submitting your application in hard copy.

Address for Mailing Application Packages

You may mail your application and any applicable or required documents to:

Franchise Tax Board
P. O. Box 550
Required Application Documents

Please submit the following items with your application. Applicants who do not submit the required items timely may not be considered for this job:

- State Examination/Employment Application STD Form 678. A resume may be attached if desired. All Experience and Education relating to the Minimum Qualifications listed on the Classification Specification should be included to demonstrate you meet the Minimum Qualifications for the position.
- Other -
  - For this position, a resume is required.
  - A list of your past 3 supervisors and their phone numbers
  - An eligible copies of transcripts, if applicable (unofficial is acceptable)
  - Include the following in the job title line of the STD 678:
    - Position #
    - Job control #
    - Hiring unit contact
- Other -
  - A valid typing certificate is required for Office Technician (Typing) list candidates only. State departments will honor typing certificates issued within the last four years, and certified from a five (5) minute typing test that meets the CalHR requirements, with a minimum of 40 WPM (words per minute). Typing certificates issued by the Internet or Employment Agencies, and Typing Certificates issued for typing test under five (5) minutes are not acceptable. For additional information regarding the typing test locations and requirements, please see the Typing Certification Requirements or call the CalHR Exam Services Unit at (866) 844-8671.

Applicants requiring reasonable accommodations for the hiring interview process must request the necessary accommodations if scheduled for a hiring interview. The request should be made at the time of contact to schedule the interview. Questions regarding reasonable accommodations may be directed to the EEO contact listed on this job posting.

Desirable Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Ability to work independently and as a member of a team
- Ability to be flexible and productive in response to changing workloads and priorities
- Excellent customer service skills and interpersonal skills
- Organizational, written and oral communication skills
- Ability to exercise good judgment and dependability
- Ability to manage multiple assignments and meet deadlines
- Ability to repeatedly lift and place heavy items
• Experience working in a fast-paced environment Proficiency in MS Word, Excel, Outlook
• Ability to shift priorities and/or workloads In order to achieve program goals
• Strong work ethic, excellent attendance Experience with State Administrative policies and procedures

Contact Information

The Human Resources Contact is available to answer questions regarding the application process. The Hiring Unit Contact is available to answer questions regarding the position.

• Department Website: http://www.ftb.ca.gov
• Human Resources Contact:
  Examination & Certification/Hiring Unit
  (916) 845-3608

• Hiring Unit Contact:
  Iselma Bueno
  (510) 622-4665

• Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the Department's EEO Office.

  EEO Contact:
  EEO Office
  (916) 845-2860

• California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

Additional Application Instructions

A completed application includes the position #, job control # and hiring unit contact in the job title line of the STD 678, and must be signed. Candidates who do not submit all of the required documents (incomplete application packages) will be eliminated from the selection process. All submitted information will be screened and the most qualified candidates will be invited to an interview. FTB employees may mail applications to the address below or drop off at the Examination & Certification/Hiring Unit window located in the Personnel Lobby on the first floor of the Sacramento Building. Candidates not currently employed by the Franchise Tax Board must send their application package to the address shown below.

Franchise Tax Board
Examination & Certification/Hiring Unit
P.O. Box 550
Sacramento, CA 95812-0550