

CAREER OPPORTUNITY
STATE OF HAWAII – DEPARTMENT OF TAXATION
Human Resources Office - 830 Punchbowl Street - Room 217 Honolulu, Hawaii 96813

Opening Date: September 10, 2024

Closing Date: Continuous Until Position Filled

TAX CLERK
Recruitment Number TAX-2024-01
Permanent Full-Time Positions

various offices within Department are hiring; see below for more information

Tax Services & Processing Division

Customer Inquiry Section (Oahu): The Customer Inquiry Section is the central hub for all incoming and outgoing communications with taxpayers. this includes inquiries from taxpayers and taxpayers representative through in person, telephone calls, web messaging and written communications. inquiries include requests for various tax forms, assistance with tax account questions, and issues and requests for address changes. all tax types are included in these requests.

Collection

Collection Section (Oahu): The Collection Section collects delinquent State taxes through office contacts; evaluate the taxpayer's ability to pay through in-peron meetings, telephone contacts, or by correspondence; arranges for settlement of tax liabilities after reviewing financial records to determine the degree of solvency, and follows up on payment plans.

Compliance Division

Hawaii District Office: The Hawaii District Office provides a comprehensive and uniform compliance program for the district, which includes the auditing of taxes administered by the Department of Taxation, the collection of delinquent taxes, the rendering of taxpayer services, and the processing and controlling of documents and payments within the district. The Hawaii District Office, Taxpayer Service Section is the first contact for taxpayers and their representatives for tax inquiries by mail, email, phone, or in-person.

Kauai District Office: The Kauai District Office execute a comprehensive and uniform compliance program for the district, under the general supervision of the Taxation Compliance Administrator, and policies and procedures issued by the Director of Taxation which includes auditing of taxes administered by the Department of Taxation, the collection of delinquent taxes, the rendering of taxpayer services and the processing and controlling of documents and payments within the district.

Maui District Office: The Maui District Office are to provide taxpayers information ans services on all taxes administered by the Department to all customer who walk-in, call-in, or write-in, processes, issues, and updates all licenses and permits issued, researches accounts and issues tax clearance certificates as requested; assists in the resolution of taxpayer's problems. prepares simple tax returns for taxpayers, a one-stop services to taxpayers.

JOB DUTIES:

Customer Inquiry Section (OAHU) Tax Clerks: This position assists taxpayers or their representatives satisfy their inquiries, either in-person, by telephone, by web response or in written communications. This position works closely with all sections of Taxpayers Services in an effort to achieve the Departmental and branch goals.

Collection Section (OAHU) Tax Clerks: The position collects delinquent State taxes through contacts with taxpayers. They interview delinquent taxpayer regarding payment of tax liabilities arising from wages and business of individuals taxpayers, partnerships, and corporations. Provides information when requested regarding State Income, General Excise, Hawaii Withholding and other tax laws concerning delinquency.

Hawaii District Office Tax Clerks: This position provides assistance of a varied nature to customers who contact the one stop services section: answers and resolves simple tax issues and complaints; assists customers in filing of their general excise, withholding, transient accommodations, and rental motor/tour/car-sharing vehicle taxes, and license applications; processes returns and payments; and assists with Hawaii Tax Online; etc.

Kauai District Office (downgraded) Tax Clerks: This downgraded position conducts investigations and examinations of taxpayer's records and others to provide guidelines for collection efforts, assists in the current collection program during peak period in the collection and processing of payments as well as the necessary research involved therein.

Maui District Office Tax Clerk: This position provide tax information and services to the general public, assist taxpayers on the filing of their net incomes. general excise, withholding, transient accommodations, and miscellaneous tax returns and license applications, collect, process and deposit taxes; and control and process documents within the district. Additionally, this position will research accounts and issues tax clearance certificates as requested; maintains an inventory of tax forms.

MINIMUM QUALIFICATION REQUIREMENTS:

Prerequisite Knowledge, Skills, and Abilities Required:

Knowledge of: Arithmetic, English language, and office equipment such as adding and calculating machines and personal computers.

Ability to: Think logically and analytically to e.g. determine how someone might have erred in making particular computations on tax forms; communicate effectively orally and in writing in the English language; elicit information from individuals and judge pertinence of such information; read and understand complex materials such as tax manuals; use tact and sound judgement to deal effectively with taxpayers and others; follow and/or provide orals and written procedures and instructions; understand the impact of actions taken/recommended; and plan and organize work.

Experience Requirements: Applicants must have progressively responsible experience of the kind and quality described in the statements below and in the amounts shown below or any equivalent combination of training and experience.

Specialized Clerical Experience: One (1) year of responsible, substantive clerical work experience which demonstrated numerical facility and logical, analytical thinking and involved reviewing documents to ensure that numerical data and arithmetic computations are complete, accurate, properly categorized and recorded, and in accordance with pertinent rules, policies, procedures, and guidelines.

Substitution Allowed:

1. A Certificate of Achievement in Accounting, an Associate in Science Degree in Accounting, or a bachelor's degree in Accounting from an accredited college or university may be substituted for Specialized Clerical Experience required.
2. Successful completion of fifteen (15) semester credit hours of coursework from an accredited college or university which included at least six (6) semester credit hours in accounting courses may be substituted for six (6) months of Specialized Clerical Experience.

REQUIRED LICENSES, CERTIFICATES, ETC:

N/A

QUALITY OF EXPERIENCE:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

NOTE: Final determination will be based on minimum qualification requirements contained in the complete and official class specifications for the vacancy. The complete class specifications and position description are on file in the Personnel Office.

AN EQUAL OPPORTUNITY EMPLOYER

If you need a reasonable accommodation to participate in the application process, please call the Personnel Office at 587-1503 (voice), 587-1417 (TTY). A request for reasonable accommodation should be made no later than ten calendar days prior to the needed accommodations.

HOW TO APPLY

1. Applications are available at the Department of Taxation (DOTAX) – Human Resources Office or online at <http://tax.hawaii.gov/about/jobs/>
2. Complete and return all forms to the Department of Taxation – Human Resources Office, P.O. Box 259, Honolulu, HI 96809. Your application may be rejected if the required documentation as identified below is not submitted at the time of application. A legible photocopy of your application with current information and an **original signature** may be accepted.

REQUIRED FORMS / DOCUMENTATION

You must submit the following forms / documentation together with your application or your application may be rejected. Evidence of the appropriate training (e.g., OFFICIAL transcripts) to be given credit for education. A photocopy will be accepted, however, DOTAX reserves the right to request for an official copy.

NOTIFICATION TO APPLICANTS

The Department of Taxation will use electronic mail (email) to notify applicants of important information

relating to the status and processing of their applications as part of our ongoing efforts to increase operational efficiency, promote the conservation of green resources, and minimize delays and costs. Please ensure that the email address and contact information you provide is current, secure, and readily accessible to you. We will not be responsible in any way if you do not receive our emails or fail to check your email-box in a timely manner.

PUBLIC SERVICE LOAN FORGIVENESS (PSLF) PROGRAM

The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. More information may be obtained at: <https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service>

TESTING INFORMATION

The examination for this recruitment will be conducted on an unassembled basis where the examination score is based on an evaluation and rating of your education and experience. It is therefore important that your employment application provide a clear and detailed description of the duties and responsibilities of each position you held. In-person interviews and/or further testing in Hawaii may be required at the discretion of the hiring agency. If in-person interviews and/or further testing is a requirement, applicants who meet the minimum qualification requirements and are referred to the vacancy must be available to participate in person and at their own expense in this required phase of the selection process. Applicants are encouraged to submit their applications as soon as possible. In addition to employment availability and score, the referral of qualified applicants may be based upon other factors including date of receipt of the application.

WHEN TO FILE

File applications immediately. Mailed applications and supplemental materials should be postmarked by midnight of the last day to file applications. For positions indicating *Continuous Recruitment Until Needs Are Met*, the last day to file applications will be posted in the Personnel Office at the address listed.