CAREER OPPORTUNITY

STATE OF HAWAII - DEPARTMENT OF TAXATION

Personnel Office - 830 Punchbowl Street - Room 217 Honolulu, Hawaii 96813

Opening Date: March 13, 2024, Closing Date: Continuous Until Position Filled

TAX CLERK

Recruitment Number TAX-2024-14 Oahu District Permanent Full Time Position

JOB DUTIES:

This position is in the Compliance Division, Office Audit Branch. The primary duties and responsibilities of the position are to assist and support the tax returns examiners in the examination of tax returns to determine correct tax liability by verifying accuracy and completeness of taxpayer information and handling the more simple tax inquires from taxpayers. This involves responding to correspondence, telephone, directing the taxpayers to the appropriate branch, and/or handles over the counter tax matters pertaining to net income, general excise, use, Hawaii withholding, estate and other miscellaneous taxes.

MINIMUM QUALIFICATION REQUIREMENTS:

Prerequisite Knowledge, Skills, and Abilities Required:

<u>Knowledge of</u>: 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.

<u>Experience Requirements</u>: 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.

<u>Specialized Clerical Experience</u>: 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:

 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.

<u>NOTE:</u> 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) Personnel Office or online athttp://tax.hawaii.gov/about/jobs/
- 2. Complete and return all forms to the Department of Taxation Personnel 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 expensing 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.



STATE OF HAWAI'I APPLICATION FOR CIVIL SERVICE POSITIONS

HAWAI'I DEPARTMENT OF TAXATION

Personnel Office

830 Punchbowl Street, Room 217, Honolulu, Hawaii 96813

GENERAL INSTRUCTIONS: Please type or print legibly in blue or black ink.

The information you provide will be used to determine whether you qualify for the job(s), for which you are applying.

- Your entire application and attachments (if any) must be received only at the Personnel Office above.
- Before applying, read the position requirements described in the Announcement carefully to determine if you qualify for the position.
- Any additional required forms described in the Announcement can be obtained from this office.
- Answer the questions completely and accurately. Your application may be rejected if it is incomplete or you may be disqualified or dismissed from employment if you provide false information.
- You must notify this office in writing of any changes to your name, addresses, telephone numbers or availability information.
- We will not be responsible for any mail or correspondence which does not reach you.
- Your application and supporting documents are confidential and become our property. Please keep copies for your own record.
- The information you submit on this form may be verified.
- The information on pages 1 and 2 will not be released to persons involved in the appointment process.

The State of Hawai'i is an equal opportunity employer and complies with applicable state and federal laws relating to employment practices.

1.	CITIZENSHIP STATUS. The State of Hawai'i requires that all persons seeking employment with the government of the State shall be citizens, nationals, or permanent resident aliens of the United States, or eligible under federal law for unrestricted employment in the United States. I acknowledge I have read and understood the above information.
2.	UNITED STATES MILITARY SERVICE/ VETERAN'S PREFERENCE
	Note: Veteran's Preference is only applicable for open-competitive recruitments.
	If you are claiming Veteran's Preference, please scan and attach a copy of your DD-214 form and/or official statement from the Veterans Administration or armed forces to your application.
	☐ None
	☐ I am claiming 5 Veteran's Preference points and will submit a copy of my DD-214.
	I am claiming 10 Veteran's Preference points and will submit a copy of my DD-214 and/or official statement from the Veterans Administration (VA), as applicable.
	If you are claiming U.S. Military Service, please complete the following:
	A. Date Entered Service:
	B. Date Separated From Service:

POSITION TITLE APPLYING FOR					
4	RECRUITMENT NUMBER				
5. NAME:					
	Last	First	Middle		
6. OTHE R NAMES USED OR FORMER LAST NAME:					
7. MAILING ADDRESS:					
City 8. PHONE NUMBER:	S	rate	Zip Code		
	Home		Other		

9. CERTIFICATE OF APPLICANT

I hereby certify that all statements in this application are true and correct to the best of my knowledge, and I agree and understand that any misstatements of material facts herein may cause forfeiture of all rights to any employment in the service of the State of Hawai'i. I have read the terms or conditions stated on this application and understand that there may be additional employment-related tests as required.

Date	Original	Signature	of Applicant
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STATE OF HAWAI'I APPLICATION FOR CIVIL SERVICE POSITIONS

The information on pages 1 and 2 will not be released to persons involved in the appointment process.

Information requested in items 10 through 19 is needed to make determinations on your suitability for employment. Dismissals from employment or dishonorable separations from military service do not automatically disqualify you from employment. The circumstances of each individual case will be evaluated against the requirements of the position for which you have applied, to determine suitability for employment.

11.	Within the past five years, were you: A) Fired, terminated for cause, dismissed, discharged or asked to resign from employment? B) Separated from military service under conditions other than honorable?	YES	_NO
12.	WITHIN THE PAST THREE (3) YEARS, HAVE YOU BEEN CONVICTED OF ANY OFFENSE RELATED TO CONTROLLED SUBSTANCES?	YES	NO
13.	(If you answer "Yes" to the above question, please explain in detail in item #13 below, the dates, nature and circumstances of the conviction; the sentence imposed and its current status; and any other relevant information you wish to provide.)		
	HAVE YOU EVER BEEN CONVICTED OF ANY ACT, ATTEMPT OR CONSPIRACY TO OVERTHROW THE STATE OR FEDERAL GOVERNMENT BY FORCE OR VIOLENCE? (If you answer "Yes" to the above question, please explain in detail in item #15 below, the dates, nature and circumstances of the conviction; the sentence imposed and its current status; and any other relevant information you wish to provide.)	YES	NO
_	SUSPENSION OR REVOCATION OF LICENSE Was your license or certification to practice in a regulated profession (for example, physician, engineer, nurse, plumber, etc.) ever suspended or revoked?		NO
18.	SETTLEMENTS OR AGREEMENTS Have you accepted a settlement, a cash buyout such as through the State's Separation Incentive Program or are you subject to any restriction limiting or precluding you from seeking or securing employment with the State of Hawai'i? (If you answer "Yes," to question 18, please explain in detail in item #19 below, the reason and date of your settles or restriction from applying with the State of Hawai'i.)	YES	NO

STATE OF HAWAI'I DEPARTMENT OF TAXATION Application For Civil Service Positions EDUCATION AND EMPLOYMENT HISTORY

EDUCATION AND EN	IPLOTWENT HISTORY
1. POSITION TITLE APPLYING FOR:	
2. RECRUITMENT NUMBER APPLYING FOR:	
The information you provide will be used to determine whether you meet the minimum qualification requirements in the Class Specifications. As required by federal and/or state laws, we do not discriminate on the basis of age, sex (including gender identity or expression), religion, race, color, ancestry, national origin, disability, marital status, veteran's status, sexual orientation, arrest and court record, citizenship, genetic information or any other protected characteristic. The State of Hawai'i is an equal opportunity employer and complies with applicable state and federal laws relating to employment practices.	3. NAME: Last First Middle 4. OTHER NAMES USED OR FORMER LAST NAME: 5. E-MAIL ADDRESS: 6. MAILING ADDRESS: P.O. Box or Number and Street City State Zip Code 7. PHONE NO.: Home Other
8. EDUCATION HISTORY: When verification is required, the documentation r for the training and/or your application may be considered incomplete and rejected. Th your qualifications for the position(s) for which you are applying.	ne information you provide in this section will be used strictly in the evaluation of
A. NAME AND LOCATION (city and state) of last grade school attended: (eler (School name/type) Did you graduate? Yes No If no, what grade level did you comple Did you receive a GED? Yes No	(City/State/Country)
B. TRAINING: In-service training, business, trade, armed forces, college or univer	
NAME & ADDRESS	Course or Major Number of Credits Kind of Degree, Field of Study or Hours Completed Diploma or Certificate Semester Quarter Received
No, I do not have a driver's license and/or I a a driver's license. B. OTHER LICENSES OR CERTIFICATES: Please indicate the kind, regis evidence is required, please submit a photocopy or present for verification.	
C. KNOWLEDGE OF LANGUAGE OTHER THAN ENGLISH: List the language and check the appropriate block(s). Some positions require the ability to speak, read, and/or write in a language other than English. LANGUAGE SPEAK READ WRITE	D. SPECIAL QUALIFICATIONS: Include membership in professional or scientific societies, honors, awards, fellowships, publications (list but do not submit unless requested), etc.

STATE OF HAWAI'I DEPARTMENT OF TAXATION Application For Civil Service Positions EDUCATION AND EMPLOYMENT HISTORY

10. EXPERIENCE: Please type or print legibly in blue or black ink. Begin with your present or last employment/training and work backwards. Describe all employment/training, including military service and volunteer work. Use separate blocks if your duties and responsibilities changed while working for the same employer. To receive full credit for your experience, describe in detail the tasks you were assigned. If you supervised others, explain your duties as a supervisor and indicate the number and job duties of employees you supervised. If more space is needed provide the information on a blank sheet titled "Experience" and attach it to this form. Information you submit on this form may be verified.

Please complete this section even if you are attaching a resume or other documents.

	Employer	
Position	Employ of	From: Month Year
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Last		Average hours worked per week
or L	Company URL Internet Address	Reason(s) for leaving
2	Your Position Title and Duties	
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our	Do you supervise? Yes No If yes, how many employees?	May we contact this employer? Yes No
Š	Do you supervise. Tes Two IJ yes, now many employees.	_
Е	mployer	_ From:
	ddress	From: Month Year
		To: Month Year Year
	upervisor's Name and Title	Full Time Part Time Volunteer
C	ompany Phone Number	Average heaves weatered man week
	ompany URL Internet Address	Average hours worked per week
Y	our Position Title and Duties	Reason(s) for leaving
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С	ompany Phone Number	
C	ompany URL Internet Address	Average hours worked per week
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	pervisor's Name and Title	Full Time Part Time Volunteer
	ompany Phone Number	Average hours worked per week
	ompany URL Internet Address	Reason(s) for leaving
Y	our Position Title and Duties	-
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STATE OF HAWAI'I

Department of Human Resources Development – State Recruiting Office 235 South Beretania Street, Room 1100, Honolulu, Hawai'i 96813-2437

APPLICANT DATA SURVEY

(Page 1 of 2)

	T					1	1	
NAME						DATE		
Please com	nlete one Ann	licant	Data Survey for	m for each job you	apply for. If a	nnlving :	for more tha	n one level of work
			-					ne for each additional
level of wor				- -	,,,,,,			
JOB(S)			TIT	LE			RECRUITM	MENT NUMBER
APPLYING								
FOR								
APPLICANT	DATA SURVE	/ (Opti	onal)					
The State o	f Hawai'i invite	es emp	loyees and app	olicants to voluntai	ily self-identify	their ag	ge, sex, race o	or ethnicity, and
language sl	kills. Submissio	n of th	nis information	is VOLUNTARY an	d refusal to pro	vide it w	ill not subjec	ct you to any adverse
					and may only l	be used	in accordance	ce with provisions of
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GENDER [
	Female							
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		ific Isla	nder: All pers	ons having origins	in anv of the or	iginal pe	eoples of Hav	vai'i. Guam. Samoa. or
	Native Hawaiian and Pacific Islander: All persons having origins in any of the original peoples of Hawai'i, Guam, Samoa, or other Pacific Islands - Native Hawaiian, Guamanian or Chamorro, Samoan, etc.							
☐ Native Hawaiian ☐ Part Native Hawaiian ☐ Tongan ☐ Samoan ☐ Guamanian or Chamorro								
☐ Other Pacific Islander								
For Example: Belauan, Chuukese, Cook Islands, Fijian, Kosraean, Maori, Marshallese, Papua New Guinea, Pohnpeian,								
Rapa Nui, Solomon Islands, Tahitian, Vanuatu, Yapese, etc.								
Asian: All	persons having	gorigir	s in any of the	original peoples of	the Far East, S	outheas	t Asia, or the	Indian Sub-
continent: Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.								
	☐ Chinese ☐ Japanese ☐ Korean ☐ Filipino ☐ Vietnamese							
□ Other Asian								
For Example: Bangladesh, Bhutan, Cambodia, India, Indonesia, Laos, Malaysia, Mongolia, Myanmar, Nepal, Pakistan,								
Singapore, Sri Lanka, Taiwan, Thailand, Yemen, etc.								

Note: Race/ethnic designations as used by the U.S. Equal Employment Opportunity Commission (EEOC) do not denote scientific definitions of anthropological origins.

STATE OF HAWAI'I

Department of Human Resources Development – State Recruiting Office 235 South Beretania Street, Room 1100, Honolulu, Hawai'i 96813-2437

APPLICANT DATA SURVEY

(Page 2 of 2)

FOREIGN (NON-ENGLISH) SPOKEN (OR SIGN) LANGUAGE SKILLS (Select from the languages/dialects listed below)							
☐ Not Applicable	☐ Afrikaans	☐ Amharic	☐ Arabic	☐ American	Sign Language		
☐ Bahasa (Indonesian)	☐ Bengali	☐ Burmese	☐ Cantonese (Chinese)			
☐ Chamorro	☐ Chuukese	☐ Mandarin (Ch	ninese)	☐ Croatian			
☐ Shanghai (Chinese)	☐ Taiwanese (Chi	nese)	☐ Teochew/Ch	naozhou (Chin	ese)		
☐ Czech	☐ Danish	☐ Dutch	☐ Farsi (Persia	n)	☐ Flemish		
☐ French	☐ Finish	☐ German	☐ Greek		☐ Hawaiian		
☐ Haitian Creole	☐ Hebrew	☐ Hungarian	☐ Kannada (Inc	dia)	☐ Konkani (India)		
☐ Hindi (India)	☐ Punjabi(India)	☐ Italian	☐ Japanese		☐ Khmer (Cambodian)		
☐ Kiswahili	☐ Korean	☐ Kosraean	☐ Latvian		☐ Lithuanian		
☐ Laotian	☐ Latin	☐ Malay	☐ Marshallese	!	☐ Mongolian		
☐ Myanmar	☐ Norwegian	☐ Okinawan	☐ Cebuano Vis	sayan (Philippi	ines)		
☐ Ilokano (Philippines)	☐ Ilonggo Visayaı	n (Philippines)	☐ Polish		☐ Portuguese		
☐ Pohnpeian	☐ Rumanian	☐ Russian	☐ Samoan		☐ Swahili		
☐ Spanish	☐ Serbo-Croatian		☐ Swedish		☐ Tagalog (Philippines)		
☐ Telugu	☐ Thai	☐ Tamil (India)	☐ Tamil (Ceylo	n)	☐ Tongan		
☐ Turkish	☐ Twi (Ghana)	☐ Ukrainian	☐ Urdu (Pakist	an)	☐ Vietnamese		
☐ Welsh	☐ Wolof	☐ Yapese	☐ Other - Pls.	specify:			
Please select one (1) of the	e following on your	☐ Native or	☐ Conversational	☐ Simple	☐ Not applicable		
fluency in the language/di	alect as referenced	Native-like		phrases			
above.							
		<u>.</u>			<u> </u>		
Rate your ability to SPEAK	the language /	☐ High	☐ Moderate	☐ Low	☐ Not applicable		
dialect as referenced abov	ve.						
Rate your ability to READ the language /			☐ Moderate	☐ Low	☐ Not applicable		
dialect as referenced above	e.						
Rate your ability to WRITE the language / High			☐ Moderate	☐ Low	□ Not applicable		
dialect as referenced above	ve.						
If needed, are you comfor	nterpreting for	☐ Yes	□ No	☐ Not applicable			
limited English clients/cus	tomers who speak v						

Employment Availability Information State of Hawaii Application for Civil Service Positions

Department of Taxation P.O. Box 259 Honolulu, HI 96809-0259

INSTRUCTIONS:

- **1.** Please type or print in ink. Complete both sides of this form.
- 2. Use this form to apply for the job(s) described on the accompanying State of Hawaii Career Opportunity announcement. If you are applying for more than one level of work, (for example, Accountant III & IV) this form will be used for all levels for which you've applied. If you wish to have different information for each level, you must submit a separate Employment Availability Information form for each level. Please remember to complete a separate application and Employment Availability Information form to apply for job(s) on another State of Hawaii Career Opportunity announcement.
- **3.** The employment conditions you choose will determine the types of job(s) (for example, full-time, permanent, Wailuku, etc.) for which you may be referred. Changes to your availability must be in writing and submitted to us at the above address.
- **4.** Notify the Department of Taxation Personnel Office in writing of any changes to your mailing address, telephone number, and/or work availability. Be sure to include your full name and the job you applied for. Your changes will replace the previous information on record.

				TAX Use Only	
RECRUITMENT NO.	JOB TITLE	Acc	Rej	Code(s)	Notice Date
•				VP/Exp. Date	HRS/Date

Employment Availability Please check (\checkmark) the following condition <i>A blank response will be considered a NO response.</i>	ns of employment for which you are interested and available.
· · · · · · · · · · · · · · · · · · ·	rt-time rt-time
Geographical Availability Please check (✓) all the locations for we Note: You must be available to work in any or all areas within the geographical Available to work in any or all areas within the geographical Available to work in any or all areas within the geographical Available to work in any or all areas within the geographical Availability	which you are willing to accept employment. Aphic area(s) that you have selected.
OAHU Ewa (Includes Makakilo, Kapolei, Barber's Point, Ewa Beach) Waipahu to Aiea (Includes Waikele, Waipio, Pearl City) Halawa to Kalihi (Includes Aliamanu, Airport, Salt Lake, Moanalua, Mapunapuna, Kapalama, Palama, Sand Island, Iwilei) Downtown (Includes Nuuanu, Pauoa, Makiki-Kapiolani, Ala Moana) Manoa to Kahala (Includes McCully, Moiliili, Waikiki, Kapahulu, Kaimuki, Waialae, Palolo) Aina Haina to Hawaii Kai Waimanalo / Kailua Kaneohe to Kualoa (Includes Kahaluu, Waiahole, Waikane) Kaaawa to Kahuku (Includes Punaluu, Hauula, Laie, Kuilima) North Shore (Includes Waimea, Haleiwa, Waialua) Wahiawa / Kunia / Mililani Waianae Coast (Includes Nanakuli, Maili, Waianae, Makaha)	MAUI Wailuku / Kahului (Includes Puunene, Paukukalo, Waiehu, Waihee) Lahaina Maalaea / Kihei / Wailea Hana Makawao (Includes Pukalani, Haliimaile, Haiku, Paia) Kula KAUAI Lihue (Includes Hanamaulu) Kapaa (Includes Wailua, Kealia, Anahola) Hanalei (Includes Kilauea, Princeville, Haena) Waimea (Includes Kokee, Kekaha, Kaumakani, Hanapepe, Eleele, Port Allen, Kalaheo) Koloa (Includes Lawai, Omao)
 HAWAII Hilo (Includes Papaikou, Pepeekeo, Honomu, Hakalau, Ninole, Papaaloa, Laupahoehoe) Honokaa / Hamakua (Includes Ookala, Paauilo, Paauhau, Haina, Kukuihaele) Kamuela / Kohala / Waikoloa (Includes Halaula, Kapaau, Hawi, Kawaihae) Kona (Includes Keahole, Kailua-Kona, Holualoa, Keauhou, Kealakekua, Captain Cook, Honaunau) Ka'u (Includes Ocean View, Naalehu, Pahala) Puna (Includes Hawaii Volcanoes National Park, Volcano, Mountain View, Kurtistown, Keaau, Pahoa, Kapoho) 	LANAI Lanai City MOLOKAI Kaunakakai (Includes Maunaloa, Hoolehua, Kualapuu) Kalaupapa