

CAREER OPPORTUNITY

STATE OF HAWAII – DEPARTMENT OF TAXATION (DOTAX)
Personnel Office - 830 Punchbowl Street - Room 217 Honolulu, Hawaii 96813

Opening Date: July 15, 2024

Ending Date: Continuous

DELINQUENT TAX COLLECTION ASSISTANT II

Recruitment Number TAX-2024-19

Kauai District

Permanent Full-Time Position

Willing to downgrade to a Delinquent Tax Collection Assistant I

JOB SUMMARY

The primary purpose of this position is to enforce statutory requirements for the collection of all delinquent taxes and the filing of tax returns. The primary purpose of this position is to perform specialized work in collection that includes collecting delinquent taxes, securing non-filed tax returns from taxpayers, and conducting investigations to determine the compliance of filing requirements under the State tax laws. This position conducts and enforces the collection of delinquent State taxes through field contacts after office collection efforts have failed. Accounts are difficult cases requiring the application of accounting, legal and business knowledge, and employing investigative techniques.

MINIMUM QUALIFICATION REQUIREMENTS

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge (of): Applicable State tax laws, departmental rules and regulations, policies and procedures relating to tax collection and compliance, collection practices, enforcement of tax filings and collecting payments.

Ability (to): Analyze financial records of individuals and business entities to determine solvency and location of assets; ability to negotiate and deal effectively with taxpayers and their representatives; and ability to obtain pertinent information in a complete and expeditious manner to resolve delinquent tax cases.

EXPERIENCE

Applicants must have had progressively responsible experience of the kind and quality described below and in amounts shown below, or any equivalent of training and experience:

Specialized Experience: One (1) year of experience in the tax field which required the application of tax laws and related regulations and procedures in collecting current or delinquent taxes, in preparing tax returns, or in determining tax liability OR one (1) year of collection experience. In addition, one (1) year of tax collection experience performing a variety of delinquent tax collection assignments involving moderately difficult cases such as collection from individuals with large income, small to moderately large businesses, etc., comparable to the Delinquent Tax Collection Assistant I level.

SUBSTITUTIONS ALLOWED

Successful completion of fifteen (15) semester credits of coursework from an accredited college or university, which included at least six (6) credits in accounting, auditing, or finance courses, may be substituted for six (6) months of the Specialized Experience up to a maximum of two (2) years.

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.

DETERMINATION

Final determination will be based on the 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.

APPLICATION INSTRUCTIONS

HOW TO APPLY

Application packets are available at the Personnel Office or online at <http://tax.hawaii.gov/about/jobs/>. Application forms must be legible and signed (original signature OR electronic signature with an authenticity or audit document).

Applications can be hand delivered to:
Department of Taxation
830 Punchbowl St., Room 217
Honolulu, Hawaii 96813

Or mailed to:
Department of Taxation
P.O. Box 259
Honolulu, Hawaii 96809

REQUIRED FORMS / DOCUMENTATION

In addition to a signed application form, your application packet should also include evidence that adequately demonstrates how you meet the position's Minimum Qualification requirements. This may include a resume, cover letter, transcripts, etc.

NOTE: Copies of transcripts are sufficient to make an initial determination of eligibility (i.e. – to determine whether a candidate meets the Minimum Qualification requirements). However, official transcripts will need to be submitted before DOTAX can make an Offer of Employment.

FILING DEADLINE

For recruitments with a specific application deadline, all completed application materials must be received (in-person submissions) or postmarked (mailed submissions) by that date in order to be considered. For continuous recruitments that do not have a specific application deadline (e.g. – Continuous, Continuous Until Needs Are Met, etc.), you are encouraged to file your application as soon as possible. A notice regarding the closure of a continuous recruitment will be posted in the Personnel Office.

EXAMINATION AND EVALUATION

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. At the discretion of DOTAX, interviews and/or testing may be required. If interviews and/or testing is a required, applicants who meet the Minimum Qualification requirements and are referred for further evaluation must be available to participate in this phase of the selection process at their own expense. In addition to employment availability and evaluation scores, the referral of qualified applicants may be based upon other factors, including but not limited to the order in which completed applications were received.

NOTIFICATIONS TO APPLICANTS

DOTAX 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 are not responsible if you do not receive our emails or fail to check your email inbox 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>

EQUAL OPPORTUNITY EMPLOYER

DOTAX is an equal opportunity employer and is committed to a policy of nondiscrimination on the basis of race, sex, gender identity and expression, age, religion, color, national origin, ancestry, citizenship, disability, genetic information, marital status, breastfeeding, income assignment for child support, arrest and court records (except as permissible under State law), sexual orientation, domestic or sexual violence victim status, national guard absence, or status as a covered veteran. As a State agency, DOTAX complies with applicable State and Federal laws relating to employment practices.

If you need a reasonable accommodation to participate in the application process, please call the DOTAX 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.

Employment is contingent on satisfying employment eligibility verification requirements of the Immigration Reform and Control Act of 1986, reference checks of previous employers, and a criminal history check.



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: _____

3. _____
POSITION TITLE APPLYING FOR

4. _____
RECRUITMENT NUMBER

5. NAME: _____
Last First Middle

6. OTHER NAMES USED OR FORMER LAST NAME: _____

7. MAILING ADDRESS: _____
P.O. Box or Number and Street

City State Zip Code

8. PHONE NUMBER: _____
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

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.

10. DISMISSALS FROM EMPLOYMENT AND/OR DISHONORABLE SEPARATIONS FROM MILITARY SERVICE

Within the past five years, were you:

A) Fired, terminated for cause, dismissed, discharged or asked to resign from employment?..... YES..... NO

B) Separated from military service under conditions other than honorable? YES..... NO

(If you answer "Yes" to question 10A or 10B, please explain in detail in item #11 below, the dates and reasons for your dismissal from employment or separation from military service. For dismissals from employment, provide also the name and address of the employer.)

11. _____

12. WITHIN THE PAST THREE (3) YEARS, HAVE YOU BEEN CONVICTED OF ANY OFFENSE RELATED TO CONTROLLED SUBSTANCES? YES..... NO

(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.)

13. _____

14. HAVE YOU EVER BEEN CONVICTED OF ANY ACT, ATTEMPT OR CONSPIRACY TO OVERTHROW THE STATE OR FEDERAL GOVERNMENT BY FORCE OR VIOLENCE? YES..... NO

(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.)

15. _____

16. 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? YES..... NO

(If you answer "Yes," please explain in detail in item #17 below, the type of license; the date; the state; the specific board or organization that suspended or revoked your license; the circumstances of the suspension or revocation; and any other relevant information you wish to provide.)

17. _____

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? YES..... NO

(If you answer "Yes," to question 18, please explain in detail in item #19 below, the reason and date of your settlement or restriction from applying with the State of Hawai'i.)

19. _____

APPLICANT DATA SURVEY

(Page 1 of 2)

NAME		DATE	
Please complete one Applicant Data Survey form for each job you apply for. If applying for more than one level of work appearing in the same State of Hawaii Career Opportunity announcement, complete an additional line for each additional level of work.			
JOB(S) APPLYING FOR	TITLE	RECRUITMENT NUMBER	

APPLICANT DATA SURVEY (Optional)						
The State of Hawaii invites employees and applicants to voluntarily self-identify their age, sex, race or ethnicity, and language skills. Submission of this information is VOLUNTARY and refusal to provide it will not subject you to any adverse treatment. The information obtained will be kept CONFIDENTIAL and may only be used in accordance with provisions of applicable laws, executive orders, and regulations.						
AGE	<input type="checkbox"/> Under 20	<input type="checkbox"/> 20 - 24	<input type="checkbox"/> 25 - 29	<input type="checkbox"/> 30 - 39	<input type="checkbox"/> 40 - 49	<input type="checkbox"/> 50 and over
GENDER <input type="checkbox"/> Male <input type="checkbox"/> Female						
ETHNICITY (Check the box below if you are of Hispanic Origin)						
<input type="checkbox"/> Hispanic or Latino: All persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.						
RACE (Select one or more racial categories below to describe yourself)						
<input type="checkbox"/> White: All persons having origins in any of the original peoples of Europe, the Middle East, or North Africa. (e.g., persons who identify as Portuguese, German, Lebanese, Arab, or Egyptian).						
<input type="checkbox"/> Black or African American: All persons having origins in any of the Black racial groups of Africa.						
<input type="checkbox"/> American Indian or Alaskan Native: All persons having origins in any of the original peoples of North and South America (including Central America), and who maintain cultural identification through tribal affiliation or community recognition.						
Native Hawaiian and Pacific Islander: All persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands - Native Hawaiian, Guamanian or Chamorro, Samoan, etc.						
<input type="checkbox"/> Native Hawaiian <input type="checkbox"/> Part Native Hawaiian <input type="checkbox"/> Tongan <input type="checkbox"/> Samoan <input type="checkbox"/> Guamanian or Chamorro						
<input type="checkbox"/> 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 origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Sub-continent: Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.						
<input type="checkbox"/> Chinese <input type="checkbox"/> Japanese <input type="checkbox"/> Korean <input type="checkbox"/> Filipino <input type="checkbox"/> Vietnamese						
<input type="checkbox"/> 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.

APPLICANT DATA SURVEY

(Page 2 of 2)

FOREIGN (NON-ENGLISH) SPOKEN (OR SIGN) LANGUAGE SKILLS (Select from the languages/dialects listed below)				
<input type="checkbox"/> Not Applicable	<input type="checkbox"/> Afrikaans	<input type="checkbox"/> Amharic	<input type="checkbox"/> Arabic	<input type="checkbox"/> American Sign Language
<input type="checkbox"/> Bahasa (Indonesian)	<input type="checkbox"/> Bengali	<input type="checkbox"/> Burmese	<input type="checkbox"/> Cantonese (Chinese)	
<input type="checkbox"/> Chamorro	<input type="checkbox"/> Chuukese	<input type="checkbox"/> Mandarin (Chinese)		<input type="checkbox"/> Croatian
<input type="checkbox"/> Shanghai (Chinese)	<input type="checkbox"/> Taiwanese (Chinese)		<input type="checkbox"/> Teochew/Chaozhou (Chinese)	
<input type="checkbox"/> Czech	<input type="checkbox"/> Danish	<input type="checkbox"/> Dutch	<input type="checkbox"/> Farsi (Persian)	<input type="checkbox"/> Flemish
<input type="checkbox"/> French	<input type="checkbox"/> Finish	<input type="checkbox"/> German	<input type="checkbox"/> Greek	<input type="checkbox"/> Hawaiian
<input type="checkbox"/> Haitian Creole	<input type="checkbox"/> Hebrew	<input type="checkbox"/> Hungarian	<input type="checkbox"/> Kannada (India)	<input type="checkbox"/> Konkani (India)
<input type="checkbox"/> Hindi (India)	<input type="checkbox"/> Punjabi(India)	<input type="checkbox"/> Italian	<input type="checkbox"/> Japanese	<input type="checkbox"/> Khmer (Cambodian)
<input type="checkbox"/> Kiswahili	<input type="checkbox"/> Korean	<input type="checkbox"/> Kosraean	<input type="checkbox"/> Latvian	<input type="checkbox"/> Lithuanian
<input type="checkbox"/> Laotian	<input type="checkbox"/> Latin	<input type="checkbox"/> Malay	<input type="checkbox"/> Marshallese	<input type="checkbox"/> Mongolian
<input type="checkbox"/> Myanmar	<input type="checkbox"/> Norwegian	<input type="checkbox"/> Okinawan	<input type="checkbox"/> Cebuano Visayan (Philippines)	
<input type="checkbox"/> Ilokano (Philippines)	<input type="checkbox"/> Ilonggo Visayan (Philippines)		<input type="checkbox"/> Polish	<input type="checkbox"/> Portuguese
<input type="checkbox"/> Pohnpeian	<input type="checkbox"/> Rumanian	<input type="checkbox"/> Russian	<input type="checkbox"/> Samoan	<input type="checkbox"/> Swahili
<input type="checkbox"/> Spanish	<input type="checkbox"/> Serbo-Croatian		<input type="checkbox"/> Swedish	<input type="checkbox"/> Tagalog (Philippines)
<input type="checkbox"/> Telugu	<input type="checkbox"/> Thai	<input type="checkbox"/> Tamil (India)	<input type="checkbox"/> Tamil (Ceylon)	<input type="checkbox"/> Tongan
<input type="checkbox"/> Turkish	<input type="checkbox"/> Twi (Ghana)	<input type="checkbox"/> Ukrainian	<input type="checkbox"/> Urdu (Pakistan)	<input type="checkbox"/> Vietnamese
<input type="checkbox"/> Welsh	<input type="checkbox"/> Wolof	<input type="checkbox"/> Yapese	<input type="checkbox"/> Other - Pls. specify: _____	

Please select one (1) of the following on your fluency in the language/dialect as referenced above.	<input type="checkbox"/> Native or Native-like	<input type="checkbox"/> Conversational	<input type="checkbox"/> Simple phrases	<input type="checkbox"/> Not applicable
Rate your ability to SPEAK the language / dialect as referenced above.	<input type="checkbox"/> High	<input type="checkbox"/> Moderate	<input type="checkbox"/> Low	<input type="checkbox"/> Not applicable
Rate your ability to READ the language / dialect as referenced above.	<input type="checkbox"/> High	<input type="checkbox"/> Moderate	<input type="checkbox"/> Low	<input type="checkbox"/> Not applicable
Rate your ability to WRITE the language / dialect as referenced above.	<input type="checkbox"/> High	<input type="checkbox"/> Moderate	<input type="checkbox"/> Low	<input type="checkbox"/> Not applicable
If needed, are you comfortable in assisting or interpreting for limited English clients/customers who speak your language?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not applicable	

Employment Availability Information

State of Hawaii Application for Civil Service Positions

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

Name _____
Last
First
Middle Initial

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.

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

Employment Availability Please check (✓) the following conditions of employment for which you are interested and available.
A blank response will be considered a NO response.

- | | | | | |
|---------------------------------|--------------------------|-----------|--------------------------|-----------|
| 1. Permanent job | <input type="checkbox"/> | Full-time | <input type="checkbox"/> | Part-time |
| 2. Temporary job | <input type="checkbox"/> | Full-time | <input type="checkbox"/> | Part-time |
| 3. A job at a lower rate of pay | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |

Geographical Availability Please check (✓) all the locations for which you are willing to accept employment.
Note: You must be available to work in any or all areas within the geographic 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)

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, Paho, Kapoho)

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)

LANAI

- Lanai City**

MOLOKAI

- Kaunakakai** (Includes Maunaloa, Hoolehua, Kualapuu)
- Kalaupapa**