



## Individual Taxpayer Advisory Specialists (ITAS)

As an Individual Taxpayer Advisory Specialist, you will be responsible for providing customer assistance and resolving account and notice issues for Wage and Investment customers. In this role, you will have the opportunity to examine returns involving customers whose principle sources of income are salaries, wages, dividends, and investments. You will answer tax law questions and eventually work to resolve complex account and notice issues. Your responsibilities will include resolving a wide range of taxpayer account concerns, including missing payments, filing and notice issues, and facilitating the resolution of examination and collection issues. In this critical role, you will educate taxpayers and promote voluntary compliance.



We offer federal benefits that go beyond those in the private-sector, plus you get the career benefits you're looking for — from a fulfilling and stable career to a flexible work schedule. As an IRS employee you will enjoy the following benefits:

- Competitive Salaries
- 11 Paid Holidays
- 13 Vacation Days
- 13 Paid Sick Days
- Transportation Subsidy
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- Incentive Awards Program

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