

# WE ARE HIRING!!!

Internal Revenue Service  
Baltimore, MD

## 200 Employees (W&I, AM)

## Contact Representative

If you are compassionate about helping people and providing great customer service, a position as a Contact Service Representative may be the perfect job for you. You will be part of a community of professionals working directly with taxpayers through telephone calls or written correspondence to resolve tax problems. The IRS employs talented people in a wide variety of professional career fields. You will receive first class paid training to further develop your professional skills. This position offers varied challenges and tremendous advancement potential.

Tour of Duty	9:30am-6:00pm
Anticipated Starting Dates:	Oct. 12, 2021 & Oct.18, 2021
GS-5 Hourly Wage	\$19.01 (39,684/year)
GS-8 Hourly Wage	\$26.09 (54,440/year)



## As a Contact Representative you will:

## Benefits May Include:

- Provide technical assistance to individuals
- Address a wide range of issues and problems requiring unique solutions
- Provide assistance to resolve tax issues
- Make determinations and use sound judgment to resolve taxpayer disputes and delinquency issues
- Analyze and evaluate information using computerized records and online systems

Vacation & sick leave	Paid holidays
Opportunities for advancement	Competitive salaries
Life Insurance	Health Insurance
Paid training	Retirement Benefits

## To apply visit the IRS on USAJobs:

[www.usajobs.gov](http://www.usajobs.gov)

### Announcement number

**21KSC-COR0775-0962-05-08**

**Position Open 06/23/2021**

**Closes 07/07/2021**

## Conditions of Employment

- Must be a citizen of the United States
- FBI fingerprint check and tax compliance verification
- Registered for Selective Service (if applicable)
- Must have one-year specialized customer service experience dealing with records, documents or financial accounts, or a 4-year degree - or a combination of work experience and education