

## You Can Impact Taxpayers' Lives at the Taxpayer Advocate Service

As a TAS employee, you will:

- Help frustrated, overburdened taxpayers get the assistance they need and **make a real difference every day.**
- Help **protect taxpayers' rights** and reduce the burden they are experiencing.
- **Identify problems** with IRS processes and procedures and work to fix them.
- Be part of an organization **committed to advocacy.**

I love the career path I have chosen. TAS allows me to help taxpayers at their lowest point. I can make a simple call or inquiry, which sparks a chain of events to make their situation better. TAS allows me to make a difference in someone else's life.

**—TAS Case Advocate**

## Explore TAS Career Opportunities

1. Visit [www.taxpayeradvocate.irs.gov/careers](http://www.taxpayeradvocate.irs.gov/careers).
2. Click **Browse available positions**.
3. Select the job announcement and click **Apply**.
4. Sign into an existing account or click **Create an Account** to establish a new account.
5. Follow the instructions for uploading or building a resume and complete the application process.

### Connect With TAS

TAXPAYER  
**ADVOCATE**  
SERVICE

YOUR VOICE AT THE IRS



[www.TaxpayerAdvocate.irs.gov](http://www.TaxpayerAdvocate.irs.gov)



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# Don't just sit there!



The Taxpayer Advocate Service is the taxpayer's voice at the IRS.

TAXPAYER  
**ADVOCATE**  
SERVICE

YOUR VOICE AT THE IRS



## Why Work for TAS?



TAS has offices in all 50 states, the District of Columbia, and Puerto Rico.



TAS offers challenging career paths, paid training and career advancement opportunities, and various work schedules.



TAS offers competitive salaries, bonuses and incentive awards; paid holidays and immediate vacation and sick leave; generous retirement benefits; excellent health and life insurance; and work-life balance programs.

What I love best about TAS is the ability to see an issue all the way to completion, which gives you a great sense of accomplishment, and a close second is the family-like camaraderie of my teammates.

**—TAS Intake Advocate**

I have always taken great pleasure and pride in helping others, whether it be in my personal or work life. It wasn't until I started working in TAS where it became really clear the impact my actions can have on someone else's life. It truly is a rewarding experience hearing the joy and excitement of resolving an issue and making someone's day. **—TAS Case Advocate**

My job is very satisfying to me. I enjoy going out into the community and educating people who have no knowledge that we and the services we provide exist. I enjoy coaching and developing employees to be successful. **—Local Taxpayer Advocate**

## Careers at TAS

*All careers have opportunities for training and advancement.*

**Intake Advocates** are often the first person representing TAS that a taxpayer will encounter. Initial conversation and actions set the groundwork for advocacy and the tone for future interactions with TAS employees.

**Case Advocates** make a real difference in someone's life every day. Case Advocates work with taxpayers who are facing significant hardships; who can't provide necessities like housing, transportation or food; who have run into language or cultural barriers; or have simply tried everything to resolve their tax problems and have run out of options.

**Analysts** provide a full range of analytical, advisory, procedural, and technical support related to tax processing, tax law, human resources, communications, finance, technology, and more.

**Secretaries** provide administrative support to managers and others in the office who are helping taxpayers. TAS secretaries work with people throughout the IRS and their peers across the country and assist with outreach events in their local area.

**Local Taxpayer Advocates** manage a team of trained, highly dedicated employees in solving tax problems, easing the taxpayers' burden and frustration, and protecting taxpayers' rights in dealing with the IRS. Local Taxpayer Advocates use and strengthen their management skills as frontline managers in a small office or as a senior manager in a larger office.