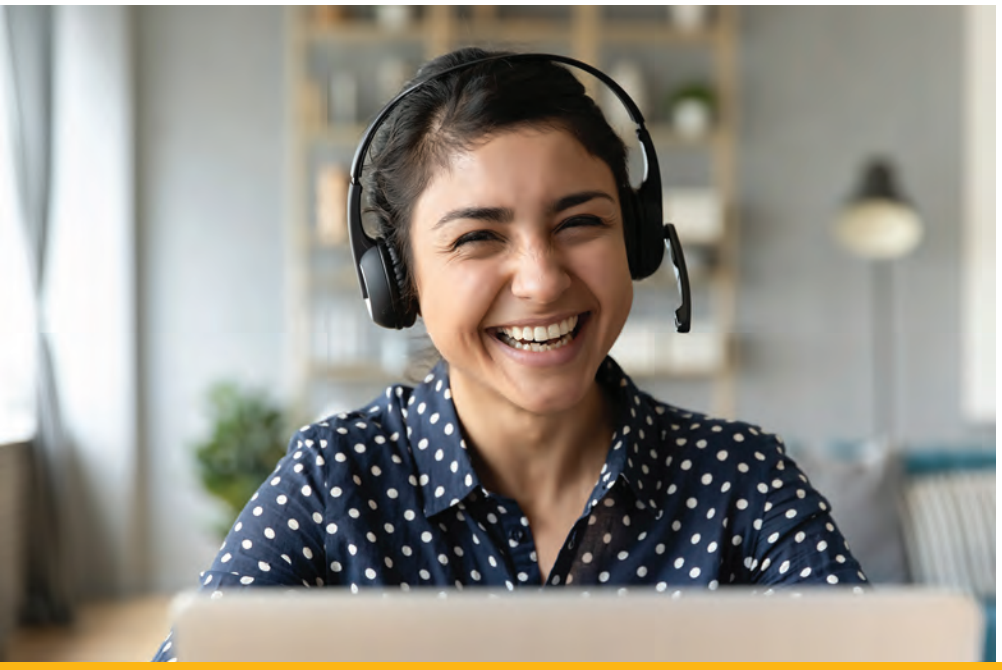
Intake Advocate

Job Series 0503

Careers at the IRS with the
TAXPAYER ADVOCATE SERVICE



We're Hiring!

Attend one of our virtual information sessions via ZoomGov.

Register here!

Jobs available nationwide!

As an Intake Advocate (IA), you will advocate for taxpayers who experience difficulties or hardships to resolve their tax issues and protect their taxpayer rights. You will manage incoming telephone call traffic and customer inquiries with internal, taxpayer, congressional, and stakeholder contacts. You will work with taxpayers experiencing a hardship, clarifying issues and presenting possible courses of action. You'll review and process routine inquiries from Congress, the White House, and other priority stakeholders and analyze sensitive personal and financial information to make determinations for resolving taxpayer disputes. English & bilingual (Spanish) positions are available.

Our Benefits

- Competitive salaries, paid holidays and leave
- Variety of work schedules and telework
- Generous retirement benefits and Thrift Savings Plan
- Excellent health and life insurance
- Opportunities for cutting edge training and career advancement
- Worklife programs, diversity, positive environment, stability
- On-site amenities at some locations (cafeteria, credit union, childcare facility, free parking, public transportation subsidy, fitness center)

Apply for our positions at irs.usajobs.gov!

For more information about TAS careers, visit www.TaxpayerAdvocate.irs.gov/careers.

TAXPAYER ADVOCATE SERVICE
YOUR VOICE AT THE IRS

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