

How to Apply

- Visit irs.usajobs.gov or scan the QR Code below. Enter search keywords 'Independent Office of Appeals.'
- You must create a USAJobs account to apply to a job.
- Click the 'Save this search' link to save positions.

Contact

For more information about IRS Careers and upcoming events, visit the IRS Careers page at: jobs.irs.gov

Basic Eligibility

- Must be a US citizen or national
- Possess necessary education and/or specialized experience
- Read the job announcement on USAJobs for full qualifications

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

Reasonable Accommodation Policy

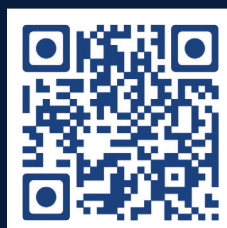
Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

Join us for a career with purpose.

The IRS is the foundation for all that our country is capable of and could be the starting point for a career where your skills and experience are put to a greater use — serving the American public.

As part of the IRS workforce, your efforts help make America stronger. We continue to support the nation's most vital programs, from Homeland Security to Social Security — as well as those closer to home, such as forests, libraries, schools, and more.

This is important work, and every member of our team strives for continued excellence. To that end, we offer outstanding training and a wealth of opportunities for growth and advancement on top of our exceptional benefits and pay.



IRS Careers

INDEPENDENT OFFICE OF APPEALS



We promote an independent and innovative environment that drives quality and timely resolution of tax disputes by empowering a highly skilled, motivated, and cohesive workforce.

Apply Today irs.usajobs.gov

IRS Overview

The IRS is part of the Treasury Department. We are the nation's tax collection agency and one of the world's most effective tax administrators. We collect trillions of dollars and process millions of returns annually. Our mission is to administer the Internal Revenue Code to provide America's taxpayers top quality service by helping them understand and meet their tax responsibilities and enforce the law with integrity and fairness to all.

The benefits of an IRS Career

The IRS offers outstanding benefits to its employees including:

- Competitive salaries
- 11 Paid Holidays
- 13 Paid Sick Days
- 13 Paid Vacation Days
- Transportation Subsidy
- Health and life insurance plans
- Federal Employees Retirement System
- Portable retirement savings account
- Flexible work schedules and telework opportunities
- Training and career development
- Performance incentive awards program
- Child Care Subsidy

Independent Office of Appeals

Appeals is an independent part of the IRS. Appeals Officers review the strengths and weaknesses of the issues in a tax case objectively and conduct a conference with the taxpayer and/or the taxpayer's representative. The Appeals conference can be held via telephone, virtually, in person or through correspondence. Most cases can be settled in this environment without an expensive and often time-consuming Tax Court trial. Our goal is to provide a forum where we can work with the taxpayer and/or the taxpayer's representative in an effort to resolve the tax dispute.

Appeals Mission

To resolve Federal tax controversies without litigation on a basis which is fair and impartial to both the Government and the taxpayer, promotes a consistent application and interpretation of, and voluntary compliance with, the Federal tax laws, and enhances public confidence in the integrity and efficiency of the Internal Revenue Service.

Appeals Functions

- Collection Appeals
- Examination Appeals
- Specialized Examination Programs and Referrals
- Case and Operations Support

What Skills are We Seeking?

- Ability to work independently
- Critical thinking
- Excellent time management
- Excellent writing ability

Why Join Appeals?

- Be a part of a dynamic business unit
- Help resolve tax disputes in an impartial manner
- Work on challenging tax issues
- Participate in excellent training and development
- Work in a collegial environment
- Receive excellent federal benefits

Career Opportunities

Appeals Team Manager, IR-930-4/5

The Appeals Team Manager works under an Area Director and has full responsibility for the overall team success in delivering and balancing customer satisfaction, employee satisfaction and business results. They lead and plan work to be accomplished by a team of Appeals Officers, set and adjust short-term priorities, and grade and distribute work based on the complexity of the appeal.

Appeals Officer, GS-930-7/9/11/12/13/14

An Appeals Officer serves as an Appeals Campus or field team member handling issues and cases generated by various Compliance functions. They conduct conferences for the settlement of routine tax cases in which taxpayers have appealed determinations made by the Service or have filed petitions with the U.S. Tax Court for re-determination of tax liabilities. Appeals Officers research case issues and tax law to determine and apply the law to the facts presented. They work professionally and effectively with taxpayers and/or their representatives along with their co-workers.

Appeals Team Manager (Settlement Officer), IR-930-5

The Appeals Team Manager (Settlement Officer) works under a Collection Appeals Area Director and has full responsibility for the overall team success in delivering and balancing customer satisfaction, employee satisfaction and business results. They plan, organize, lead and evaluate a team of Settlement Officers engaged in the hearing, negotiation, settlement/resolution of collection actions and taxpayers' appeals of tax liabilities and docketed Tax Court cases which have the most complex technical collection issues.

Appeals Officer (Settlement Officer), GS-930-7/9/11/12/13

An Appeals Officer (Settlement Officer) serves as a member of an Appeals Campus or field team responsible for administratively resolving collection cases including Collection Due Process (CDP), Offer in Compromise (OIC) and Collection Appeals Program (CAP) cases that are generated and referred to Appeals by various Campus or field compliance offices. Settlement Officers require a command of not only the Appeals IRM, policies and procedures, but also the Collection IRM, policies and procedures in order to resolve cases while balancing the interests of both the taxpayer and the government.

Appeals Team Case Leader, GS-930-15

An Appeals Team Case Leader (ATCL) is generally assigned the largest and most complex cases and issues in Appeals. ATCLs lead a team of Appeals Officers, technical specialists, and other support personnel in the performance of their work taking into consideration organizational priorities. They resolve cases in a timely manner by assigning work, monitoring team members' progress on assignments, and

personally working on a variety of the most demanding issues. They take immediate corrective action to address any problems that adversely impact efficient case/issue resolution and overall plan accomplishment.

Appeals Account Resolution Specialist (Appeals Screener), GS-1101-7/9

An Appeals Account Resolution Specialist serves as a team member on either an Appeals field or a Campus team. They may be assigned a variety of Appeals work streams as dictated by specific training and operational needs. The work involves facilitating and securing the administrative resolution of issues that have not been resolvable within other Service components.

Appeals Processing Manager, IR-592-8

An Appeals Processing Manager supervises a team that provides technical support for receiving, controlling, and processing all Appeals and Counsel Tax cases. The team provides final processing for Appeals cases, performing the full range of actions to process Appeals and Counsel Cases from the point of receipt to closure, including adjustments, assessments, manual refunds, and abatements for all types of tax cases.

Tax Examiner, GS-592-5/6/7/8

An Appeals Tax Examiner is responsible for examining, reviewing and processing cases, making adjustments, computing normal interest cases, and closing pipeline and normal interest cases. Cases involve a wide variety of processing actions, account conditions and types of tax returns.

Administrative Officer, GS-341-9

An Administrative Officer provides program support in a wide variety of areas, including budget, personnel, training and travel services, for Area Directors throughout Appeals.

Administrative Support Assistant, GS-303-7

An Administrative Support Assistant provides administrative and program support for Area Directors throughout Appeals.

Case Processor, GS-303-6

A Case Processor provides case processing support and performs a variety of administrative and clerical services throughout Appeals.

Government Information Specialist, GS-306-9 Senior Government Information Specialist, GS-306-11

A Government Information Specialist processes taxpayer requests for case files under the Taxpayer First Act. The work requires interpreting and applying laws, regulations, and policies to provide access to taxpayer case file information while ensuring that legally privileged information and other protected information is not disclosed. Senior Government Information Specialists work on the more complex case files.