



# IRS Careers

Job Series

**0962**

**Philadelphia**

**English & Bilingual (Spanish)  
Positions Available**



## Customer Service

**Jobs Available Nationwide**

As a Contact Representative, you will provide over-the-phone technical assistance to individuals and businesses. You will assist taxpayers and their representatives with a wide range of issues to help them understand and meet their tax responsibilities. Duties will vary and may include releasing tax refunds, answering notice inquiries, making account adjustments, and reconciling payments.

At our Philadelphia, PA Call Site, we offer full-time permanent Bilingual (Spanish) positions on day shift, and seasonal English positions, on swing shift. Seasonal employment typically lasts 6-8 months or longer and provides the stability of returning to the position each year. No tax experience is needed and in-depth training is provided.

## We're Hiring!

Our starting pay is \$19.82 per hour, with annual raises, to more than \$27.19 after three full working years. See our job announcement for more information.

### Our Benefits

- Competitive Salaries
- 11 paid holidays
- 13 paid vacation days
- 13 paid sick days
- Transportation benefits
- Health and life insurance
- Federal retirement
- Child care subsidy
- Paid family leave

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