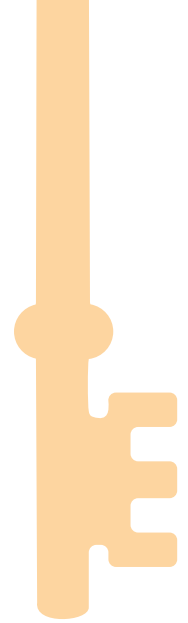




# Careers with Franchise Tax Board

# THE KEY TO OUR ORGANIZATION



Dear Candidate,

California is a dominant force in the U.S. economy. California is also an international force in trade and commerce as well as scientific research, entertainment, and technology.

Our role in this vibrant economy is to administer California's personal and corporate tax programs. Franchise Tax Board (FTB) is known as a leader, an innovator, and a role model both nationally and among California State agencies.

So, what can a tax agency offer you in terms of a career? We are a progressive organization where you can expand your horizons as you grow into your potential. We provide opportunities for personal and professional growth in fields like accounting, administration, collections, legal, and technology.

We offer our employees challenging and engaging work, opportunities for growth, a diverse workforce, and a wide selection of benefits. We offer many of the things you are looking for, such as:

- Challenging work in a supportive atmosphere.
- Training and tools to help you succeed in your job.
- Hybrid work schedules, telecommuting, and flexible work hours.
- Paid holidays, including an annual personal holiday.
- Health, dental, and vision care.
- CPA bonus
- Eligibility for legal service plans
- Retirement plans

From day one, working for us has additional benefits like on-the-job training, competitive salaries, and responsible work.

Join FTB and grow with us!

*Selvi Stanislaus*

**Selvi Stanislaus**  
Executive Officer





# Careers with Franchise Tax Board

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# THE FRANCHISE TAX BOARD STORY

In 1929, the California State Legislature created the office of the Franchise Tax Commissioner to administer California's new Bank and Corporation Franchise Tax Act. Charles McColgan was the first Franchise Tax Commissioner and served until his retirement in 1950. At this point, the Legislature abolished the Franchise Tax Commissioner and created the FTB we know today.

We are recognized as a leader in California government. As a model tax agency for professionalism, innovation, and competency, we are at the forefront in public service, audit, collections, disbursement, and technology.

While we administer California's personal income and corporation tax programs, our organization has changed dramatically. More than 6,000 employees help collect over \$70 billion annually. We also administer additional non-tax programs and delinquent debt collection functions, including delinquent vehicle registration debt collections, court-ordered debt, CalSavers, and Health Care Mandate.





## Join Our Team

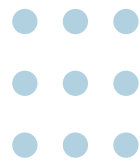
**Some of the skills and characteristics we look for in potential employees include, but are not limited to:**

- Analytical Skills
- Communication Skills
- Task Management Skills
- Workload Flexibility
- Positive Attitude
- Confidence
- Effective Time Management Skills
- Decisiveness
- Computer Proficiency
- Graphic Design Skills
- Interpersonal and People Skills
- Organizational and Leadership Skills
- Creative Problem Solver

## Our Most Commonly Hired Positions

**Though we offer a wide variety of positions, our most hired positions are:**

Accountant Trainee, Attorney, Compliance Representative, Customer Service Specialist, Information Technology Specialist, Investigation Specialist, Key Data Operator, Office Technician, Personnel Specialist, Research Analyst, Seasonal Clerk, Senior Legal Typist, Staff Services Analyst, Student Assistant, Tax Auditor, Tax Program Technician, and Tax Technician.



# The Hiring Process

## Create Your CalCareers Account

Visit [www.calcareers.ca.gov](http://www.calcareers.ca.gov) and create a new account by clicking on the “**Create Account**” button. If you already have an account, review your information to ensure it’s up to date.

## Create Your State Application Template

Ensure it’s accurate and thorough. Be sure to provide all relevant information, including the details of your employment, volunteer experience, and school history.

## Search For Jobs

Browse jobs by career field, keywords, or job titles. Use the advanced search to filter for jobs that are currently available at the Franchise Tax Board.

## Take Exams

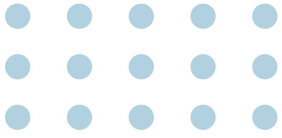
Follow the instructions on the exam bulletin to apply for and take an exam. If the exam isn’t available, check back often to make sure you don’t miss an opportunity to take it.

## Complete Your Job Application

Review the job opportunity and tailor your application to showcase how your education, experience, and skills match to what the job opportunity is seeking in the job description, duty statement, and desirable qualifications.

## Pre–Employment Background Check

All applicants who are not currently employed with FTB are subject to a pre–employment background investigation. The investigation consists of completion of a pre–employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records. It also includes a review of our records to make sure you have complied with all state income tax laws, including filing tax returns and paying any amount owed. If you think you may have tax compliance issues, call 800.852.5711 to resolve them before you apply.



## Probation Period

After you have been hired, you will serve a probationary period of six months to one year depending on your classification. When you successfully complete your probation, you become a permanent state employee.

## Office Locations

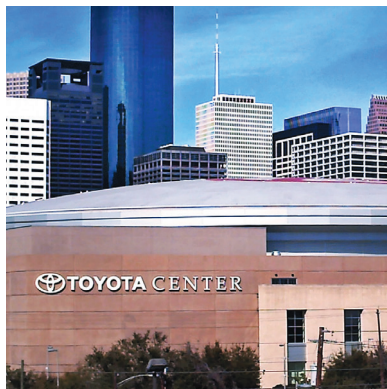
Our central office is located in Sacramento, California—we also have multiple field offices to better serve California taxpayers. Our field offices provide a base of operations for local audit staff. Some of our offices also include public service counters for taxpayers to speak directly with Tax Technicians and Customer Service Specialists.

## California Offices

Los Angeles, Oakland, Sacramento, San Diego, San Francisco, San Jose, Santa Ana, Van Nuys, and West Covina.

## Out-of-state Offices

Chicago, Houston, and Manhattan.





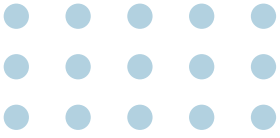
# FTB Culture Statement

Our culture fosters a workplace rooted in valuing employees as people, with a focus on providing growth and continuous improvement opportunities.

We celebrate individuality, champion collaboration, and recognize accomplishments. We thrive on inclusion, creativity, and a shared commitment to excellence.

Our contributions and service make a meaningful difference!





# Career Opportunities

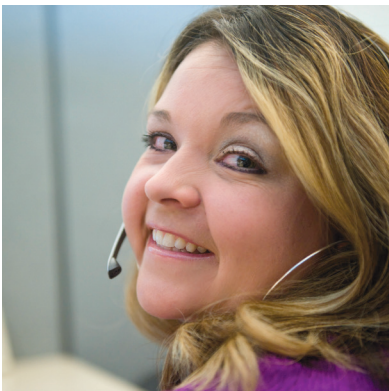
## Filing Division

The Filing Division helps taxpayers accurately file income tax returns and make payments. We assist with taxpayer compliance through processing and validation of returns and payments, noticing, and enforcement activities. We accomplish this by providing education and outreach, creating tax forms, and offering self-service options and contact center service.

We offer a wide range of job classifications from entry level positions such as Key Data Operator, Tax Program Assistant, and Tax Program Technician, mid-level classifications such as Tax Technician, and Compliance Representative, and professional and technical classifications such as Staff Services Analyst, IT Specialist, and Tax Auditor.

Job opportunities are posted throughout the year.

All staff receive formal training as well as six months to one year of on-the-job training and support. We're committed to providing you the tools to be successful throughout FTB.





## Contact Center

Are you looking for a challenging and interesting career that is full of opportunities for professional and personal growth? If so, consider a Tax Technician career in our Contact Center! We seek enthusiastic and qualified individuals to assist California taxpayers.

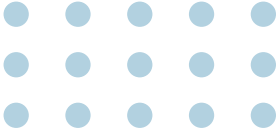
Our Tax Technicians serve a diverse public. We explain income tax laws, so taxpayers can understand and comply with the process of filing and paying their state income taxes. We assist with general tax questions and provide information regarding delinquent debts.

Our Tax Technicians provide assistance by phone, in writing, and via live chat. In addition, our bilingual call center provides assistance in Spanish. In every instance, we strive to exceed our customers' expectations by resolving taxpayer issues at the first point of contact.

We provide extensive classroom and on-the-job training to ensure you have the best tools to do your job. We have a support system of excellent trainers, leads, supervisors, and managers who want to ensure your success. We encourage upward mobility and provide the necessary tools to achieve your personal goals. Our thorough training provides our Tax Technicians with skills that are sought throughout the entire department.

In addition, we offer a professional work environment where you are respected and recognized for your contributions.

If you enjoy helping people and want to resolve problems at the first point of contact through the integration of workloads and technology, our Contact Center is the place for you to begin your path to success!



## Collections

As a Tax Technician or Compliance Representative in Collections, you will provide taxpayers with information and offer solutions to help them resolve their delinquent debt. In addition to working with tax issues, you may have the opportunity to work with vehicle registration fees, court-ordered debts, field and manual collections, administrative functions, and special programs.

Most of our staff in Collections communicate directly with taxpayers, either on the phone, by chat, or in person at a field office. Most of our employees are located at our central office in Sacramento. We also offer assignments in field offices located throughout the state.

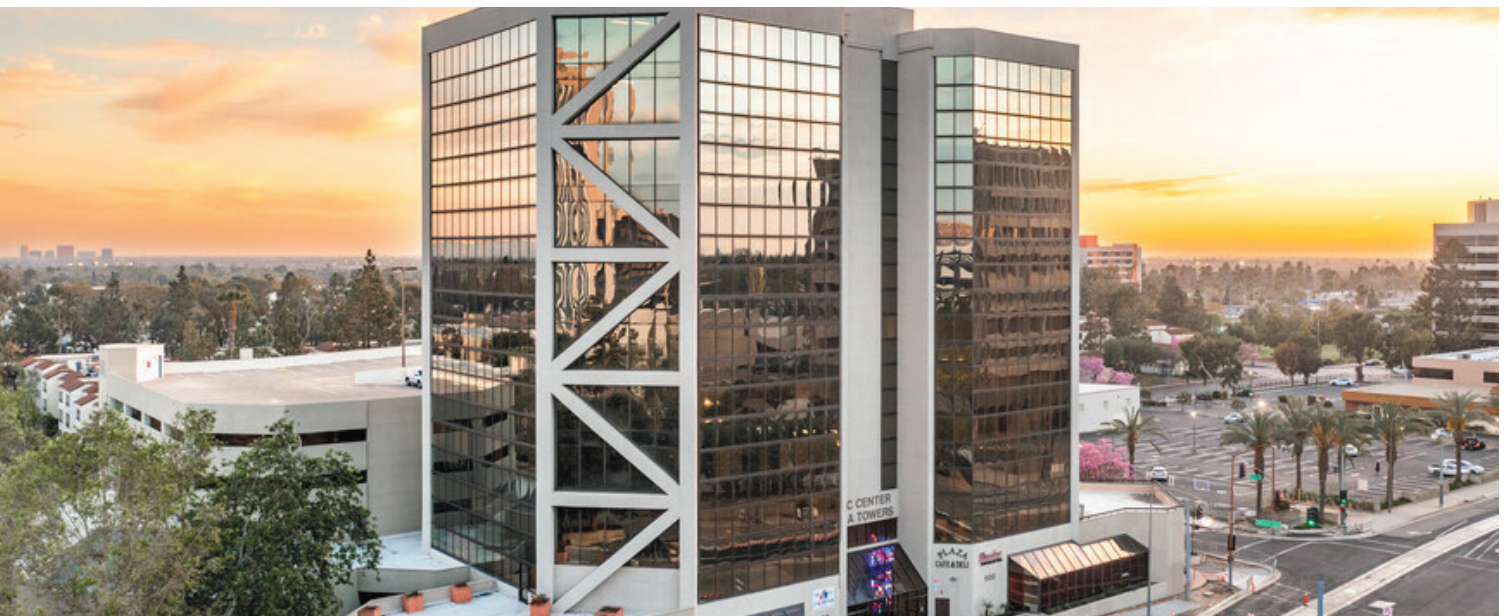
New staff receive eight to ten weeks of formal classroom training and up to one year of on-the-job training for basic collection techniques. As new technologies become available or new laws impact our processes, we provide additional training to ensure staff are current with issues that affect business practices.

We give you the training and tools to succeed and launch a career that offers tremendous opportunities in a wide variety of technical and management fields. A career in Collections will provide you with the opportunity to learn valuable skills you can use in business areas throughout our department.

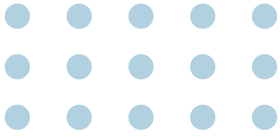


We offer many exciting and varied workloads in the following areas:

- **Personal Income Tax Collections**
- **Business Entity Collections**
- **Non-Tax Debt Collections**
  - Vehicle Registration
  - Court-Ordered Debt
- **Special Programs**
  - Offer in Compromise
  - Bankruptcy
  - Lien
  - Innocent Spouse
- **Field and Complex Account Collections**



Santa Ana, California | Field Office



## Technology Services

Our mission is to securely deliver and support IT solutions and services essential to the success of FTB’s mission. We implement world-class technologies, which, through automation, produce most of the revenue collected by FTB. We also provide automation for refunds and other benefit payments initiated by FTB and paid to taxpayers and stakeholders.

### Our IT principles are:

- Business and IT work together as trusted partners.
- Build available and sustainable solutions.
- Architect for security.
- Data is an asset.
- Manage technical debt.

Our staff serves both internal and external stakeholders. We promote the continual improvement of our IT stack necessary to provide a 24x7 robust and stable IT environment for all our stakeholders.





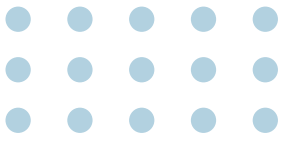
We are an end-to-end IT organization. To align with and meet the needs of the FTB and our stakeholders, we are organized to address:

- **Planning:** Strategic IT planning, budgeting and project management to develop and support current and future state architecture.
- **Analysis:** Business and information technology analysis, in partnership with our business partners.
- **Development:** Design, development, maintenance, and improvement to provide innovative, customer-centric IT solutions.
- **Quality Assurance:** Verification and validation of IT services to collaboratively deliver high quality, secure, and accessible products.
- **Infrastructure:** Delivery of scalable, reliable, and secure infrastructure and platforms to ensure maximum uptime.
- **Operations:** IT monitoring and operations services, with a focus on excellent customer experience.

We value the importance of education to empower, develop, and ensure success of our staff. We offer ongoing professional technical training, in-house training, and mentoring, as well as vendor training and seminars.

We are a team of over 1,100 IT professionals, one of the largest in public service. There are both technical and management IT classifications available. To find out more about these classifications and current job openings for specific roles, contact [IT.Recruit@ftb.ca.gov](mailto:IT.Recruit@ftb.ca.gov).

Here you can embrace innovation and the challenges of the future to deliver products and services essential to the State of California stakeholders.



## Audit

As a Tax Auditor, you'll merge your auditing and taxation experience in a vibrant professional setting, offering abundant opportunities for personal and career development. Our role involves ensuring the accuracy of California taxpayers' state tax filings, involving such tasks as contacting taxpayers, conducting research on tax laws, analyzing financial records, and generating comprehensive reports. Working with taxpayers, legal representatives, and company executives is essential to resolving cases effectively.

Within our Audit Division, Tax Auditors address diverse state income tax issues for individual, corporate, and pass-through entity taxpayers.

Various other department programs also require a Tax Auditor's knowledge, including:

- Criminal Investigation
- Economic and Statistical Research
- Exempt Organizations
- Fraud and Discovery
- Internal Audit
- Political Reform Audit

You can advance from a Tax Auditor to a Program Specialist where you work as a technical tax expert or advance to an Administrator where you lead and supervise a business area. Training is provided at all levels in the Audit Division. For more information on careers in the Audit Division, please contact: [AuditRecruiter@ftb.ca.gov](mailto:AuditRecruiter@ftb.ca.gov).



## **Administrative Services Division (ASD)**

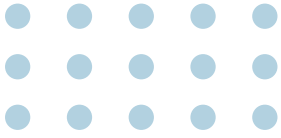
ASD serves FTB employees, taxpayers and stakeholders by providing essential services that strengthen our workforce, safeguard information, and ensure compliance with state and federal laws. We support employee careers, development, communications, security, and working conditions to make FTB a strong organization. There are many different areas within ASD including:

### **Business and Human Resources Bureau:**

Provides services that enable FTB to recruit develop and maintain a skilled workforce in a safe and healthy environment.



6.1 miles | Manhattan, NY Field Office



## Privacy, Security, and Disclosure Bureau

Our mission is to “Keep FTB, its employees, and our data secure.” The goal of the privacy, security, and disclosure programs are to ensure the safety of FTB employees and to protect the Confidentiality, Integrity, and Availability (CIA) of FTB’s resources. Subject matter experts within the Privacy, Security, and Disclosure Bureau provide technical security expertise to the department regarding industry best practices for safeguarding our employees and the information entrusted to us.

Our goals:

- **Cultivate** a secure mindset through improved privacy and security awareness initiatives.
- **Ensure** compliance with State and Federal privacy and security requirements.
- **Maintain** a secure working environment.
- **Strive** for continuous improvement of all privacy and security operational capabilities.

Privacy, Disclosure, and Information Security teams collaborate to implement security and privacy controls. This collaboration includes risk management, assessments, and mitigation strategies. You will be responsible for ensuring conformity with IRS and FTB policies for confidential data protection. You will be involved in providing support and oversight with a focus on advancing your skills in privacy and disclosure, cybersecurity, threat intelligence and cyber fraud. Your critical thinking and communication skills will be essential in setting up new security standards to protect confidential data and critical systems. There is opportunity to grow your expertise while contributing to key departmental projects and initiatives.



## Legal

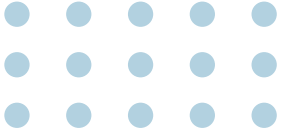
FTB's Legal Division employs attorneys and other legal professionals with diverse educational and professional experiences. The legal staff have the opportunity to work on complex, cutting-edge legal issues relating to tax law and other areas. The Legal Division offers opportunities at both the staff and management levels

### **Attorneys perform a variety of functions that include:**

- Representing the FTB in administrative protest proceedings.
- Representing the FTB in administrative tax appeals before the California Office of Tax Appeals.
- Working with the California Attorney General's Office in litigating cases in the state and federal courts.
- Providing legal advice regarding proposed legislation.
- Drafting regulations and issuing legal notices and rulings.
- Negotiating settlements of administrative tax disputes.
- Serving as in-house counsel to a state agency with over 6,000 employees.

We also offer career opportunities for paraprofessionals, including analysts and secretaries. Motivated paraprofessionals can enhance their technical legal expertise by working with some of California's top tax attorneys.

Legal Analysts assist in the administration of protest, litigation, and regulatory matters. Legal Analysts may conduct legal research while handling tax appeals and coordinating procedures with the Office of Tax Appeals. Legal Secretaries are assigned to several attorneys to provide legal, clerical, and administrative support.



## Financial Management

Our Financial Management Bureau (FMB) ensures FTB has enough staff and funds to support operations. As a member of Team FMB, you will get an enterprise view of FTB's operations because there is little that gets accomplished without resources and dollars.

FMB relies on a strong team of analysts and accountants to help formulate and manage the department's \$1.2B budget. Depending on your specific role, you may be working with business areas to develop proposals to advocate externally for more resources or work amongst business areas to ensure funding is appropriately distributed within the organization. FMB also manages the FTB's accounting functions. As a member of the accounting team, you pay FTB's expenditures and prepare financial statements, reconciliations, and reports. If you are interested in accounting information systems, you can manage our accounting and reporting system, develop and maintain our accounting subsystems, and serve as a resource to senior management as well as other internal and external teams and organizations.

## Economic and Statistical Research

The Economic and Statistical Research Bureau's (ESRB) mission is to inform our stakeholders fully and accurately about the implications of California's income tax data. With the purposes of making decisions on income tax laws, practices, policies, and administration.

We produce high-quality income tax data used by FTB, policy makers, the public, and other stakeholders to assess the historical and current impact of established tax laws and policies.

As a member of ESRB, you may use data analytics software to collect, curate and analyze large quantities of data or produce detailed revenue impact analysis for proposed legislation.



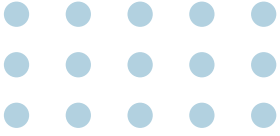
This work will be primarily used by the state legislature, Department of Finance and Legislative Analyst’s Office to inform the state bill and budget process. In addition to revenue and tax studies, you may also conduct research on important policy topics such as California’s underground economy and population migrations out of the state and may also collaborate on studies in conjunction with departmental staff or external academia.

## **Criminal Investigation**

Our elite unit is actively recruiting individuals looking to gain expertise in forensic accounting, cyber investigations, and income tax and financial crimes to join our mission.

As a member of our team, you’ll use advanced forensic accounting techniques, cybercrime methodologies, digital evidence collection, and analysis to uncover fraud schemes and hold perpetrators accountable. From unraveling intricate financial scams to executing tactical operations involving search and arrest warrants, you will play a key role in safeguarding our financial systems and preserving public trust by addressing criminal activity swiftly and effectively. Your strategic thinking and attention to detail will be essential in successfully prosecuting those who operate in the underground economy and evade income taxes. Join us in the fight against tax evaders and white-collar crimes to make a meaningful impact on the integrity of California’s economy.





# Other Opportunities

## Student Assistant

Being a Student Assistant gives you the opportunity to gain technical and practical work experience in your field of study while developing familiarity with our programs.

Student Assistants work with networked computers and software programs, learn procedures for processing an audit case file, help maintain accurate taxpayer account information, or assist numerous other programs to process a variety of workloads.

You can develop your abilities in communications, task management, data analysis, customer service, and information systems. Working with fellow employees and mentors is an opportunity to network with industry professionals while advancing your leadership skills.

Compensation can include competitive wages based on your college and work experience in California state service.

We also provide limited benefits, like paid leave and special deferred compensation plans.

As a Student Assistant, you must maintain continuous college enrollment of at least six units each semester (nine quarterly units) and maintain a minimum 2.0 GPA. Student Assistants may work flexible schedules to accommodate their academic calendars and course loads.

You will get paid to learn, gain valuable work experience, and preview a full-time career.



## Seasonal Clerk

We hire up to 150 Seasonal Clerk positions to perform a variety of clerical tasks during our peak tax filing season. Seasonal Clerks typically work from March through May of each year.

### **Seasonal Clerk duties are diverse and may include, but are not limited to:**

- Open, review, and sort incoming mail.
- File and copy records, reports, and various documents.
- Scan documents into digital format on high-speed scanners.

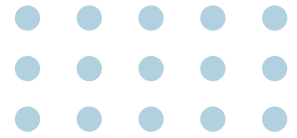
### **Job opportunities are typically posted quarterly. To qualify for this position, you must:**

- Have completed the Office Assistant General exam on the [calcareers.ca.gov](http://calcareers.ca.gov) website.
- Read, write, and speak English.
- Perform simple clerical work.
- Follow oral and written directions.
- Complete a background check process.

## Bilingual

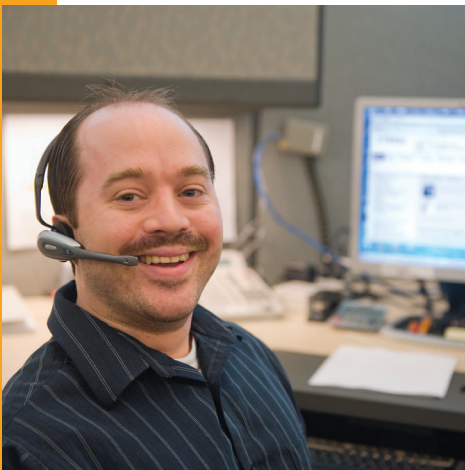
We also offer opportunities for certified bilingual positions, which pay an additional \$100 a month. To qualify for these positions, you must have bilingual certification and indicate your bilingual proficiency on your State Application (STD 678).

# ORGANIZATIONAL VALUES



## **Lead with Integrity and Inspiration**

As inspirational leaders, we are committed to pursue the right path, communicate clear expectations, and ignite diverse ideas and innovation. We cultivate a culture of belonging and invite everyone to maximize their potential every day.



## **Bring our Best**

By bringing our best we exemplify honesty, inclusivity, credibility, and accountability. We value staff and encourage them to bring their best every day.



## **Deliver Excellent Products and Services**

Quality is best achieved through collaboration with our diverse customers and each other. We deliver excellent products and services that meet the needs of all our customers.



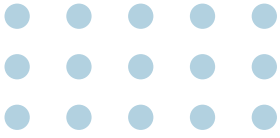
## **Contribute to a Caring Community**

We encourage mutual respect, kindness, and teamwork. This creates a supportive and inclusive work environment that appreciates diversity and allows all of us to flourish in the community we work and live in.



## **Become Experts at What We Do**

We are motivated to continually improve and grow. We take advantage of tools and opportunities to develop in our chosen career path and to help inspire and engage others in our diverse workforce.



# Benefits

**Below are just some of the great benefits we have to offer you...**

## **Health**

- Medical, dental, and vision plans that cover the employee, spouse, and their dependents.
- FlexElect program that offers medical and/or childcare reimbursement accounts and cash options when covered on spouse's medical or dental plans.
- Accrual of vacation, sick, and other types of leave for personal and family.
- Life insurance.
- Group Legal Services Insurance Plan.

## **Financial Security**

- Retirement benefit plan.
- Savings Plus program that includes 401(k) Thrift Plan and 457 Deferred Compensation Plan.
- Opportunities for advancement.

## **Work/Life Balance**

- Paid holidays.
- Hybrid work schedules.
- Flexible work hours.
- Employee assistance programs.
- Training programs.
- Career counseling.
- Education reimbursement for upward mobility and career-related courses.



### Central Office Amenities

- Cafeteria, snack bars, and coffee bars.
- Free Parking.
- Light rail and bus service.
- Outdoor running track.
- On-site security officers.

**For more information about employment benefits for the state of California, go to [calhr.ca.gov](https://calhr.ca.gov)**



6.7 miles w. | San Diego, CA Field Office

At FTB, individuality is celebrated, collaboration is championed, and accomplishments—big and small—are recognized. We embrace innovation, operate with integrity, and treat each other with respect.

**Our culture thrives on inclusion, creativity, and a shared commitment to doing meaningful work.**





STATE OF CALIFORNIA  
**Franchise Tax Board**



# JOIN FTB AND GROW WITH US

[FTB.CA.GOV/CAREERS](https://ftb.ca.gov/careers)