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Careers at the IRS

INDEPENDENT OFFICE OF APPEALS



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

IRS

Independent

Office of Appeals

Appeals Overview

Appeals is separate and independent 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

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

What Skills are we Seeking?

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



Career Opportunities

Appeals Team Manager, IR-930-5

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 930-11/12/13/14

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-930-11/12/13

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.

Supervisory Case Processor, IR-303-10

A Supervisory Case Processor manages a team of Case Processors who provide case processing and administrative support to all areas of the Appeals organization.

Case Processor, GS-303-6

A Case Processor provides case processing support and performs a variety of administrative and clerical services to all areas of the Appeals organization.

Government Information Specialist, GS-306-9

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.