FRANCHISE TAX BOARD
CAREER EXECUTIVE ASSIGNMENT
EXAMINATION ANNOUNCEMENT

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	FRANCHISE TAX BOARD	**RELEASE DATE:**	Wednesday, April 3, 2013
POSITION TITLE:	Director, Processing Services Bureau	**FINAL FILING DATE:**	Friday, May 3, 2013
CEA LEVEL:	CEA 2	**EXTENDED FINAL FILING DATE:**	
SALARY RANGE:	$ 7,815.00 - $ 8,616.00 / Month	**BULLETIN ID:**	03312013_1

POSITION DESCRIPTION

Under the direction of the Chief, Filing Division, the incumbent will manage the Processing Services Bureau (PSB) which is responsible for processing and handling the department's: 17 million personal income and business entity tax returns; 11 million payments; millions of pieces of correspondence and a variety of non-tax and contract data capture workloads. The Processing Services Bureau is the largest operating bureau in the department and is comprised of the Receiving & Data Storage, Information Capture & Banking, Information Validation, and Business Entities sections which support the department's Filing, Collection and Audit Programs.

The Director of this bureau will act in an advisory capacity to the department's Executive Officer, Governance Council and Division Chiefs, and to other state and federal government agency executive management, making recommendations on policies, strategies, and procedures related to improving the timely, accurate and economical processing of income tax returns, non-tax information and payments; and improving and expanding the processing services provided to our internal and external customers, such as expanding the use of electronic filing for return and payment processing. The incumbent will also assist the department's voluntary compliance efforts through the data capture, verification and validation functions; resolving external issues such as those brought forward by the tax practitioner community; and playing a key role in implementing the department's Enterprise Data to Revenue (EDR) project.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a current State civil service employee with permanent civil service status, as defined in Government Code Section 18546.

Or II
Must be a current or former employee of the Legislature, who resigned or was released from service within the last 12 months, and with two or more consecutive years of service as defined in Government Code Section 18990.

Or III
Must be a current or former nonelected exempt employee of the Executive Branch of **government** who resigned or was released from service within the last 12 months, and with two or more consecutive years of service (excluding those positions for which the salaries are set by statute) as defined by Government Code Section 18992.

Or IV
Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

KNOWLEDGE AND ABILITIES
Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level A Responsible for broad administrative and program activities, including the execution and/or evaluation of program policies.

CEA Level B Responsible for extensive managerial and program administration or broad program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Level C Responsible for extensive highly professional influence and contributes to program, policy, and the methods to provide professional services needed to set policies, to meet the mission of the State department and often exercising technical and or professional skills that are required at this level.

DESIRABLE QUALIFICATION(S)
In addition to evaluating each candidate's relative ability, as demonstrated by the quality and breadth of experience, the following job-related factors will provide the basis for competitively evaluating each candidate.

1. Knowledge of interpersonal dynamics in the workplace, including workforce diversity, employee inclusion and engagement, and the need for open communication and trust.

2. Skill to create and express the vision in a way that resonates with others and influence others to translate the vision into action.

3. Skill to manage, lead and implement change or continuous improvement and address the challenges inherent with organizational transitions.

4. Skill to obtain the relevant facts and information needed in a crisis, convey a sense of confidence and commitment to a successful outcome and earn the trust of others.

5. Skill to acquire the appropriate and necessary resources and manage those resources effectively to complete assigned workloads and achieve optimum outcomes.

6. Skill to develop challenging but achievable goals and performance measures that advance the organization’s mission in a meaningful way.

7. Ability to influence others toward a common goal, by building consensus and getting buy-in from others on plans and proposals, including enlisting third party support.

8. Ability to think in an enterprise manner and consider the overall impact to the Department when program planning, managing operations and making decisions.

9. Ability to give subordinate staff latitude and encouragement to make decisions in their own sphere of work and establish policies and procedures consistent with the organization’s mission, values and business goals.

10. Ability to recognize and value the importance of a customer-centric organization that values the role of all internal and external customers.

11. Exhibits a strong sense of urgency about solving problems and accomplishing work.

12. Having the power or quality of resolving a question after gathering the facts and considering all sides of the issue: bringing closure to unresolved conflicts or controversy in a timely manner.

EXAMINATION INFORMATION
A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their

examination results. The result of this examination will be used only to fill the position of **Director, Processing Services Bureau**, with the **FRANCHISE TAX BOARD**. Applications will be retained for twelve months.

The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.

The examination process will consist of a standard State application (Form 678), resume, and Statement of Qualifications evaluation.

The Statement of Qualifications will be used to evaluate your education and experience as it relates to the minimum qualifications, knowledge, skill and abilities, and may also serve as documentation of each candidate's ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. Therefore, it is to your advantage to invest the time and effort to completely describe your knowledge, skills and abilities. Failure to demonstrate sound organizational structure, clarity, and correct mechanics (spelling, grammar, and punctuation) will result in your Statement of Qualifications being disqualified.

All candidates will be ranked competitively and notified of examination results. Based on the screening committee's evaluation of the competitive group, interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

FILING INSTRUCTIONS

U.S. Military veterans must attach a legible copy of his/her veteran's discharge (DD214) or other official discharge documents, showing your enlistment and discharge dates, branch of service, and character of service (i.e., Type of Discharge).

All application materials must be postmarked or received by the Examination Unit by the the final filing date. Faxes will be accepted [(916) 845-0515], however; the originals must be received prior to the start of the examination.

Examination materials personally delivered, received via U.S. Postal Service, or any other delivery service after the final filing date will not be accepted and cannot be returned pursuant to California Code of Regulations 174.

Interested applicants must submit:

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length, single-spaced, using a 12 - point font.
- Resumes do not take the place of the Statement of Qualifications.
- Cover letters do not take the place of the Statement of Qualifications.
- Statement of Qualifications should specifically address each of the Desirable Qualifications.
- Applicants who fail to submit the Statement of Qualifications will be eliminated from this examination process.

Applications must be submitted by the final filing date to:

FRANCHISE TAX BOARD, Examination / Certification Unit
P.O. Box 550, Sacramento, CA 95812
Wendy Duke | (916) 845-5979 | wendy.duke@ftb.ca.gov

ADDITIONAL INFORMATION

Questions regarding this examination should be directed to Wendy Duke at (916) 845-5979.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The FRANCHISE TAX BOARD reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: CEA and Exempt Appointees