



# PRINCIPAL COMPLIANCE REPRESENTATIVE, FTB

## DEPARTMENTAL PROMOTIONAL EXAMINATION – STATEWIDE (For EDD Employees Only)

**Testing Department:** Employment Development Department  
**Bulletin Release Date:** February 26, 2024  
**FINAL FILING DATE:** **March 11, 2024**  
**Salary Range:** \$6,556.00 - \$8,205.00 per month

### POSITION DESCRIPTION

Principal Compliance Representative acts as a highly skilled independent technical expert on the most sensitive and complex projects pertaining to statewide compliance practices, policies, and legal issues. Responsibilities include program development, evaluation, and/or recommendation of policies and procedures for collection and legal issues on such matters which can include nominee liens, charging orders, seizure and sale of real property, alter ego, offers in compromise, trusts, and bankruptcy; the analysis and development of legislative changes; and the planning, development, and evaluation of the statewide collection and filing enforcement programs and automated systems.

**Positions exist statewide.**

### WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated on this bulletin may apply for this examination.

This is a **DEPARTMENTAL EXAMINATION** for the **Employment Development Department (EDD)**. Competition is limited to:

1. Employees who have a permanent civil service appointment with the EDD by the final filing date; or
2. Current or former employees of the Legislature with two or more years as defined in the Government Code 18990; or
3. Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government code 18992; or
4. Persons 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 18991. Veterans must provide a copy of their DD214 for entrance requirements. Please attach your DD214 to your application. **Veterans' preference will not be granted in promotional examinations.**

For applicants under items 2, 3, or 4 above, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete. Refer to the General Information, Promotional Examinations Only section of this bulletin for other eligibility requirements. Under certain circumstances, former EDD employees may be allowed to compete under the provision of Rule 235.

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## MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements for this examination **by the final filing date, March 11, 2024.**

### Either I

One year of experience in the California state service performing the duties of a Senior Compliance Representative or Supervising Compliance Representative, Franchise Tax Board.

### Or II\*

**Experience:** Four years of increasingly responsible professional experience interpreting and administering laws related to tax law compliance or debt collection work, at least one year of which shall have involved performance of the most difficult assignments. (Experience in the California state service applied toward this pattern must include one year at a level equivalent to Senior Compliance Representative or Supervising Compliance Representative, Franchise Tax Board.) **And**

**Education:** Education: Equivalent to graduation from college, which must include at least one course each in basic accounting or Federal or State taxation and business or commercial law; and one course in either economics, business administration, or public administration. Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.)

### \*PROOF OF EDUCATION

Applicants qualifying under pattern II of the Minimum Qualifications **must** submit evidence/proof of completion of the education requirement with their Examination Application. **The proof provided must be copies of official/unofficial college transcripts.** You may email an electronic copy of proof of education to [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov) (please list the examination title in the subject line) or mail to the address listed on page 3 of this bulletin.

**NOTE:** If submitting proof of education via U.S. mail, please clearly mark your transcripts with your name and the examination for which you are applying.

### FOREIGN DEGREES

Applicants with foreign degrees must provide an official foreign transcript evaluation that indicates that his/her foreign course work is equivalent to a degree from an accredited U.S. college or university. EDD accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teacher Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website: [www.ctc.ca.gov](http://www.ctc.ca.gov).

**NOTE:** All documents submitted become the property of the EDD. Do not submit original diplomas with the examination application.

## SPECIAL PERSONAL CHARACTERISTICS

Willingness to work long and irregular hours and in various locations throughout the State, and have keenness of observation, persistency, imagination and tact.

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## FILING INSTRUCTIONS

Examination Applications (STD 678) are available at the California Department of Human Resource's website home page at <http://jobs.ca.gov/pdf/std678.pdf>.

All Examination Applications must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 4:30 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

**MAILING ADDRESS:**

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: **PCR Exam**  
P.O. Box 826880  
Sacramento, CA 94280-0001

**FILE IN-PERSON ADDRESS:**

Employment Development Department  
Human Resource Services Division, MIC 54  
Attention: **PCR Exam**  
751 N Street, 6th Floor Solar Building  
Sacramento, CA 95814

**NOTE:** All applicants **MUST** provide a current, valid email address on their application. The Qualifications Assessment (QA) examination link will be sent to the email address provided. Failure to provide a current and valid email address may result in non-receipt of examination information, in a timely manner, which could result in disqualification from the examination. All examination notifications (except the final results notice) will be sent by email.

**SIGNATURE REQUIRED:** Applications submitted for this examination via USPS, hand delivery or email, **MUST** have an original signature. E-signatures will be accepted.

**Applications must also contain the following information:** "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, college course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected.

## EXAMINATION INFORMATION

This examination will consist of a **Qualifications Assessment** weighted 100%. In order to obtain a position on the eligible list, a minimum rating of **70% must be attained**.

### QUALIFICATIONS ASSESSMENT – WEIGHTED 100%

It is anticipated that candidates who meet the minimum qualifications for this examination will be sent an email **the week of April 1, 2024**, to the email address provided on their application. The email will contain the instructions and the link to complete the online Qualifications Assessment (QA) examination.

**It is the candidate's responsibility** to contact the Human Resource Services Division at [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov) if they have not received an email with the QA link **by April 4, 2024**. Please monitor your email account's SPAM, Junk, Bulk, etc. folder(s) as the examination email may be filtered depending on your specific account settings.

**COMPETITORS WHO DO NOT COMPLETE THE QUALIFICATIONS ASSESSMENT OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.**

## SPECIAL TESTING ARRANGEMENTS

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

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## SCOPE OF THE EXAMINATION

### KNOWLEDGE OF:

1. Basic accounting practices.
2. Types of business organizations.
3. Basic business practices and management.
4. Commercial law.
5. Provisions of California's Personal Income Tax and Bank and Corporation Tax Laws.
6. Compliance and enforcement techniques and procedures.
7. Rules of evidence, preparation of evidence, and court procedures.
8. Interviewing techniques.
9. Methods used by violators in evading liabilities.
10. Investigation techniques and sources of information used in locating persons.
11. Methods used and remedies available for the collection of delinquent taxes or other debts.
12. Functions of Federal, State, and local tax, regulatory, and compliance enforcement agencies.
13. Provisions of California's Personal Income Tax and Bank and Corporation Tax Laws, Federal and State Commercial Laws, Federal Income Tax Laws, and related legal opinions and court decisions.
14. Compliance and enforcement techniques and procedures.
15. General principles of automated data processing as related to enforcement automated systems.
16. Methods used in attempting to evade provisions of the law.

### ABILITY TO:

1. Apply the required knowledge.
2. Communicate effectively.
3. Interpret and apply provisions of California laws, rules, and regulations administered by the department.
4. Analyze situations accurately and take effective action.
5. Use tact and good judgment in dealing with the public under stressful conditions.
6. Independently conduct complex investigations and detect or verify suspected violations.
7. Establish and maintain cooperative relationships with law enforcement agencies and others contacted in the work.
8. Apply compliance procedures and/or the provisions of the relevant law, legal opinions and court decisions, and departmental policies.
9. Establish and maintain cooperative working relations with those contacted during the course of work.
10. Analyze situations accurately and adopt an effective course of action.
11. Reason logically and creatively in unique situations.
12. Communicate effectively.

## ELIGIBLE LIST INFORMATION

Names of successful competitors will be merged onto the existing **DEPARTMENTAL PROMOTIONAL** list for use by the Employment Development Department. Eligibility expires **24** months after it is established unless the needs of the services and conditions of list warrant a change in this period.

**COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 12-MONTH PERIOD.**

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## VETERANS' PREFERENCE

Veterans' Preference credits will **not** be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

## CAREER CREDITS

Career Credits will **not** be added to the final score of this examination.

## EQUAL EMPLOYMENT OPPORTUNITY

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.

## DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state 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.

## CONTACT INFORMATION

The EDD encourages all potential applicants to **read this entire bulletin**. All inquiries about this examination should be directed to [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov). Please include the examination title, **Principal Compliance Representative, FTB** in the subject line. Also, you may contact the Exam Analyst, Feroza Buksh (916) 657-0356.

## GENERAL INFORMATION

**THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**IT IS THE CANDIDATE'S RESPONSIBILITY** to contact the Employment Development Department, Human Resource Services Division at (916) 657-0356, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

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

**EXAM APPLICATIONS (STD 678)** are available on the Internet at <http://jobs.ca.gov/pdf/std678.pdf>

**GENERAL QUALIFICATIONS:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**PROMOTIONAL EXAMINATIONS ONLY:** Veterans' Preference is not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 1 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at the EDD's Human Resource Services Division, at the California Department of Human Resources, and on the Internet at [www.jobs.ca.gov](http://www.jobs.ca.gov)

**EMPLOYMENT DEVELOPMENT DEPARTMENT**  
Human Resource Services Division, MIC 54  
P.O. Box 826880  
Sacramento, CA 94280-0001  
Telephone: (916) 654-7827  
Website: [www.edd.ca.gov](http://www.edd.ca.gov)

**California Relay Service for Hearing Impaired:**  
From TDD Phone: (800) 735-2929  
From Voice Phone: (800) 735-2922

*TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.*