



NEW JERSEY DEPARTMENT OF THE TREASURY

NOTICE OF VACANCY

POSTING #: 2026-094-P	ISSUE DATE: July 7, 2026	CLOSING DATE: July 21, 2026
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TITLE: Tax Representative Trainee	OPEN TO: General Public
DIVISION: Taxation	TITLE CODE: 51400 RANGE: P95
UNIT: Customer Service Center	WORKWEEK: NE (35 hours)
LOCATION: 3 John Fitch Way, Trenton, NJ	SALARY RANGE: \$53,807.27- \$56,253.35

JOB DESCRIPTION

The New Jersey Department of the Treasury, Division of Taxation is seeking Tax Representative Trainees to learn how to respond to all inquiries received-whether by telephone or otherwise-in an efficient and accurate manner to foster voluntary tax compliance; communicate with taxpayers and co-workers in an accurate and clearly understandable manner; ensure that all information provided to the public is accurate, and comply with Division policy and procedures; ensure thorough resolution of taxpayer inquiries and handle problems that are discovered in the review of accounts; maintain a working and current knowledge of any software applications utilized within the Unit; as well as other related duties.

Taxpayer Service Representatives within the Call Center respond to requests from taxpayers and/or their representatives for assistance in tax matters, answer tax and property tax relief program questions and resolve account-related topics received through Taxation's main inbound customer service hotlines, the property tax relief program hotlines, the tax practitioner and legislative hotlines, and Director Office referrals.

Taxpayer Service Representatives provide technical information to taxpayers and/or their representatives on all taxes administered by the Division. They provide responses to inquiries received from taxpayers and/or their representatives by mail, email, or telephone. Taxpayer Service Representatives make on-line adjustments to accounts and authorize the release of overpayments in the form of refunds and/or property tax relief program rebates. Taxpayer Service Representatives research tax laws and regulations to enable the drafting of educational materials, and presentations to be included in training programs for Division employees, tax professionals, and the public.

Taxpayer Service Representatives working in the Call Center assist taxpayers and tax professionals by telephone and are able to review tax accounts, make adjustments and approve refunds, rebates and tax bills. They assist with tax return preparation, filing applications for property tax relief programs and explain notices and billing statements. The Taxpayer Service Representatives encourage voluntary tax compliance by providing guidance and explanations on the application of New Jersey tax laws.

The standard workweek is Monday through Friday. This position **may** be eligible to participate in the Department's telework program, which allows eligible employees to work remotely for up to two (2) days per week, as approved by management. The position offers a comprehensive benefits package including medical, prescription drug, and dental coverage, benefit leave, paid holidays, Pension, supplemental pension plan options, and tax saving programs. For more information regarding the New Jersey State Health Benefits Program (SHBP) and Public Employees' Retirement System of New Jersey (PERS) plan offerings, eligibility requirements, and enrollment, please visit the New Jersey Division of Pensions and Benefits website at <https://www.nj.gov/treasury/pensions/>. Please refer to the **Active Employees** section on the home page.



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POSITION REQUIREMENTS

Education & Experience:

Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Four (4) years of professional experience relevant to the position.

-OR-

Possession of a bachelor's degree from an accredited college or university.

Note:

"Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

License:

Appointee will be required to possess a driver's license valid in New Jersey in order to perform the essential duties of the position.

IMPORTANT NOTES

Advancement:

Appointees to a trainee title will serve a four (4) month working test period and a one (1) year training period concurrently. Upon successful completion of a one (1) year training period, the incumbent will be advanced to the journeyman title. Please refer to the Advancement section located at the bottom of the [title specification](#) (title code 51400) for a comprehensive list of approved journeyman titles related to this trainee title. A Civil Service examination is not required for this advancement.



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GENERAL INFORMATION

Vacancy Notice:

This is not a promotional announcement. Appointment(s) resulting from this posting will be made in accordance with Civil Service Commission rules and regulations.

Foreign Degrees:

Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense and must be included in your application submission by the closing date.

NJ SAME Program:

In accordance with P.L. 2021, c.465 and P.L. 2021, c.466, the **State as a Model Employer of People with Disabilities (SAME) program** allows qualified individuals with a significant disability to apply for non-competitive and unclassified positions through a fast track hiring process. If you are applying under the "NJ SAME Program", your supporting documents (Schedule A or B letter), must be included in your application submission by the closing date. Reasonable accommodations will be made for qualified candidates with disabilities upon request. For more information, call (609) 292-4144, option 3; email CSC-SAME@csc.nj.gov or visit <https://nj.gov/csc/same/overview/index.shtml>.

NJ Veteran's Preference:

New Jersey's merit system provides absolute veteran preference in employee selection. Qualified veterans are placed at the top of open competitive employment lists and priority on certain certified lists. If you have established NJ Veteran's Preference, a copy of your New Jersey Veteran's Preference card must be included in your application submission by the closing date. For more information, visit: [Civil Service Preference for Veterans](#).

Residency:

In accordance with the New Jersey First Act, P.L. 2011, c.70, requires all employees to reside in the State of New Jersey, unless otherwise exempted under the law. If you do not live in New Jersey, you have one year from the date of appointment to relocate and maintain residence in New Jersey. For more information, visit: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

Work Authorization:

Selected candidates must be authorized to work within the United States in accordance with United States Citizenship and Immigration Services and the Department of Homeland Security regulations. The State of New Jersey does not permit nor provide sponsorships. Individuals on student visas such as F1, J1, CPT, OPT, CPT, and H1B visas are not eligible for employment.

INSTRUCTIONS TO APPLY

Submissions must be received timely to the email address listed below in order to be considered. Failure to submit all required documents may result in an ineligibility determination. Interviews will be granted on the basis of the resume.

If you are qualified, please submit the documents listed below by 5:00 p.m. on July 21, 2026:

- Cover letter/Letter of interest
- Resume
- Proof of degree (unofficial transcript reflecting the date the degree was awarded or copy of diploma)
- If you have established Veteran's Preference, you must include a copy of your New Jersey Civil Service Commission NOTIFICATION OF VETERANS STATUS to apply your preference to this job vacancy posting.
- If you are applying under the NJ SAME Program, your supporting documents (Schedule A or B letter), must be included in your application submission by the closing date.

Treasury Employment Recruiter

Email address: EmploymentRecruiter@treas.nj.gov

(Please list the "2026-094-P Tax Representative Trainee" in the Subject Line)

THIS POSTING IS AUTHORIZED BY:

Antoinette Sargent/sd
Antoinette Sargent, Human Resource Officer

The State of New Jersey is an Equal Opportunity Employer