TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written (multiple choice) examination for the **Revenue Special Agent Trainee** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. OBSERVATION & MEMORY (12 Questions)

Employees in this job must possess observation and memory skills in order to perform tasks related to the review and observation of suspected tax code violations and of individuals suspected of tax fraud. It is essential that employees have the ability to recall detailed events and facts in order to prepare comprehensive case reports and in those cases that require testifying in court. In this section of the exam you will be asked to study pictures depicting various situations and activity and to memorize events that are taking place. You will then be required to answer questions regarding the activities in the pictures relying on details you memorized. The situations depicted include:

- Convenience Store Robbery;
- Residential Crime Scene;
- City Neighborhood Scene.

II. READING COMPREHENSION (10 Questions)

Employees in this job must have the ability to read and extract pertinent information from rules, regulations, laws and related texts. These questions assess your organizational problem solving skills based on your ability to review various tax situations and to decide upon the best course of action given pertinent tax code provisions and standard operating procedures. You do not need prior tax knowledge to respond to these questions.

III. WRITTEN COMMUNICATION (14 Questions)

Employees in this job must prepare clear and effective reports of investigation, case history documentation and case correspondence to taxpayers and / or their representatives. They must also accurately and effectively document in writing the results of interviews with taxpayers, their representatives, complainants, witnesses, and others. This section assesses your skill in the use of proper sentence structure, grammar, punctuation, and basic principles of written communication. Test question topics include:

- Use of proper business English (e.g., sentence structure; grammar; syntax, etc.);
- Formation of logical, well-organized composition paragraphs;
- Ability to compose correspondence based on conciseness, punctuation, clarity of expression, spelling and word usage;
- Letter preparation techniques: developing a logical, well organized letter; arrangement of information in sequential order; theme development.

IV. MATHEMATICAL REASONING (10 Questions)

Basic mathematical reasoning skills are essential to successful job performance. These skills are applied in computing taxpayer's liabilities, penalties and related interest; reconstructing accounts or records through secondary sources in order to detect and acquire evidence of tax violations. They are also applied in the analysis of books, records, and bank accounts to determine extent and scope of tax violations, such as manipulation of funds, alterations of records and identification of additional issues. Test question topics include:

- Computation involving percentages;
- Calculations involving addition, subtraction, multiplication and division;
- Computations involving monetary amounts;
- Practical applications of mathematical reasoning.

V. INTERVIEWING & INTERPERSONAL SKILLS (12 Questions)

Employees in this job must be able to maintain satisfactory working relationships with the public, coworkers and supervisory staff. This involves the ability to convey necessary information in a tactful and diplomatic manner under difficult situations. This also involves conducting interviews with taxpayers, their representatives, witnesses and others that are involved in potential cases of tax fraud and tax evasion. Test question topics include:

- How to effectively respond to questions posed by the public;
- Effective techniques and practices for successful interviews;
- Interviewing strategies and approaches to acquire essential case data and information;
- Best strategies to establish effective rapport with individuals who are uncooperative or reluctant to provide necessary information;
- Methods in establishing and maintaining effective working relationships with other Departmental staff as well as partnering enforcement agencies.