



We're Hiring! Customer Service Jobs in Jacksonville, FL

As a Contact Representative, commonly referred to as a Customer Service Representative, you will provide over-the-phone technical assistance to individuals/businesses. You will apply the tax code while addressing a wide range of issues to assist taxpayers in understanding and meeting their tax responsibilities. These entry level positions do not require you to have prior tax experience. Our top-notch training programs will teach you everything you need to know to prepare you to be successful in these positions.

Full time seasonal (English) and permanent Bilingual (Spanish) positions are available, based on availability, for day shifts starting at 9:30 AM and mid shifts starting at 12:00 PM.

These positions are telework eligible, but that doesn't guarantee telework as employees must meet eligibility criteria. If you are selected, your manager will provide additional information when you onboard.



Our Pay & Benefits:

These positions are offered at the GS-05 level, starting at \$17.31 per hour, with automatic promotion to the GS-08 level. [Click here](#) to view annual pay. Our exceptional benefits include:

- 11 Paid Holidays
- 13 Vacation Days
- 13 Paid Sick Days
- Transportation Benefits
- Health and Life Insurance
- Federal Retirement
- Portable Retirement Savings
- Performance Bonuses

Learn More:

Learn more by registering to attend one of our recruitment events at jobs.irs.gov/events

To apply for the Contact Representative position, scan the QR Code, or visit irs.usajobs.gov

