

# **Tax Agent Information Guide**

**What to Expect on the Exam**

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**Jefferson County Commission  
Human Resources Department  
Employee Selection Division**



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## I. INTRODUCTION

The purpose of this information guide is to help explain what to expect on the upcoming exam for the Jefferson County Tax Agent position. It will also give you information on how to prepare for the exam. This booklet contains information about the testing process, including:

- Introduction
- Exam Description
- Content Measured by the Exam
- Additional Information for Taking Exam
- Contact Information

You were determined to be minimally qualified for this job by the Personnel Board of Jefferson County, and your name was placed on a list and shared with us here in the Human Resources Department of Jefferson County Commission. This step in the process was considered the primary selection process.

Now you will be participating in the secondary selection process. You must take the exam in order to be considered for this position. Please remember that the material in this booklet is designed to help prepare you for the test. You will not need the material in this booklet at the time you actually take the test. **Therefore, you will not be allowed to carry this booklet into the test session.**

## II. TEST DESCRIPTION

### Computer-based Assessment

To complete the computer-based assessment, you will be provided a computer. The assessment will consist of approximately 30 questions and you will have approximately 60 minutes to complete all of the questions. When it is time for your exam to start, you will be escorted to a computer room where you will take the exam.

## III. CONTENT MEASURED BY THE TEST

An analysis of the Tax Agent job was conducted prior to developing the exam. Employees who work in this position, and their supervisors, participated in this process. When the job analysis study was completed, the results showed that a new employee in the Tax Agent position may perform several of the duties listed below, including:

- Provides service to internal and/or external customers.
- Creates, reviews, and revises policies and procedures to ensure compliance with applicable legislation, regulations, standards, and guidelines.
- Engages in activities designed to ensure professional development, awareness of developments in the field, and knowledge of relevant practices, rules, laws, policies, and/or guidelines.
- Collects real and/or personal property taxes in accordance with the Alabama state code on behalf of the Tax Collector by contacting taxpayers, negotiating tax payment options, and working delinquent accounts in order to ensure all accounts are paid in full or resolved each year.
- Researches personal property tax accounts using sources of information such as probate files, payment history, tax assessor records, etc., in order to ensure all accounts are paid in full or resolved each year.

The study of the job also showed that a number of knowledges, skills, and abilities were very important and needed from the moment a person becomes a Tax Agent. That is, before receiving any training for Tax Agent job.). These knowledge, skills, and abilities include:

- Knowledge of applicable Alabama tax laws, rules, and regulations as they apply to county revenue enforcement.
- Knowledge of basic office equipment (e.g. telephone, smartphone, fax machine, copier, computer, calculator).
- Knowledge of Code of Alabama, Title 40 (Revenue and Taxation).
- Knowledge of laws, regulations, and ordinances related to tax assessment.
- Knowledge of tax laws, codes and ordinances as they relate to property (e.g., land, improvements to land, personal property).
- Skill in typing text and entering data and/or information quickly and accurately using appropriate equipment (e.g., computer, calculator).
- Skill in using Microsoft Excel or similar spreadsheet software.
- Skill in using Microsoft Outlook or other similar email software.
- Skill in using Microsoft Word or similar word processing software.
- Skill in using the internet to locate information.
- Skill in operating a motor vehicle.
- Skill in understanding and applying concepts of statistics and probability theory in order to identify trends, problems, and relationships among data.
- Skill in using basic mathematics (e.g., addition, subtraction, multiplication, division) to solve problems.
- Skill in managing one's own time and the time of others.
- Skill in selecting the most appropriate course of action in situations where information is unclear or unavailable and making high quality and effective decisions.
- Skill in conducting oneself in a calm and professional manner in stressful situations.
- Skill in maintaining a positive working relationship through comfortable and appropriate interpersonal interaction.
- Skill in working through differences in goals or interests with an individual/group.
- Skill in reading, interpreting, and applying legal descriptions and information.
- Skill in writing legibly.
- Ability to adjust to changing work demands, procedures, technology, and/or priorities.
- Ability to assess the importance of, and consequences associated with, tasks in order to set priorities in light of competing demands.
- Ability to manage and allocate one's time in order to handle multiple tasks and/or meet pressing deadlines.
- Ability to take a novel approach to work tasks or problems and generate unique or original ideas and/or solutions.

- Ability to balance interests of clients and the department/organization and respond to pressing and changing client demands.
- Ability to assess the performance of other individuals to ensure work is performed appropriately and/or take corrective action.
- Ability to commit, entrust, or transfer tasks or responsibilities to another.
- Ability to guide and direct the accomplishment of work through subordinate staff.
- Ability to motivate and encourage others to a course of action or goal.
- Ability to review work and evaluate it against established standards, procedures, laws, or codes to determine any discrepancies between how the work was performed and how it should be performed.
- Ability to maintain mental stamina and focus over long period of work and/or during times of high stress.
- Ability to mentally store and retrieve work-related information for use at a later time.
- Ability to understand the implications of new information for both current and future problem-solving and decision-making.
- Ability to attend to information presented verbally and actively ask questions to fill identified areas of missing or unclear information.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to obtain and allocate the appropriate equipment, facilities, and materials to complete work.
- Ability to analyze a problem from different perspectives and generate potential solutions that are practical and effective.
- Ability to analyze information and draw valid conclusions.
- Ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Ability to combine information in order to form logical conclusions or to identify relationships between different pieces of information.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to demonstrate honest behavior in all work tasks and responsibilities.
- Ability to maintain confidentiality of information (e.g., applicant, client, customer, patient).
- Ability to work in an environment that requires strict adherence to instructions, standards, and/or procedures.
- Ability to conduct research using various sources of information (e.g., databases, internet, books) in order to identify and compile needed information.
- Ability to pay close attention to detail in order to ensure the completeness and accuracy of work.
- Ability to manage your time in order to accomplish objectives within given timeframes.
- Ability to persist at a task or problem despite interruptions, obstacles, or setbacks.

- Ability to see a need for and take constructive action at work without being prompted or urged.
- Ability to stay abreast of developments in the field/industry.
- Ability to work without close supervision or significant amounts of direction/guidance.
- Ability to develop networks and builds alliances, engage in cross-functional activities, and collaborate across boundaries.
- Ability to manage and resolve conflicts with coworkers and/or customers.
- Ability to work collaboratively with a group or team in an effort to achieve a common goal.
- Ability to question and elicit information from individuals.
- Ability to facilitate group discussion to elicit information relevant to the topic at hand.
- Ability to teach or train individuals with regard to new information, procedures, processes, and/or equipment.
- Ability to communicate information and ideas in writing to a variety of audiences in a clear, concise, and organized manner, free from spelling, grammar, and punctuation errors.
- Ability to read and understand information and ideas presented in writing.
- Ability to review written material and identify errors with regard to spelling, grammar, punctuation, and formatting.

The exam will give you an opportunity to demonstrate many of the knowledge areas, skills, and abilities you have just read.

In the remainder of this "What to Expect" Booklet, you will read about ways to prepare to take the test, what to bring to the test, and whom to contact if you have a question.

#### **IV. PREPARING FOR THE TEST**

##### **A. General information on "What to do before the test":**

Here are some suggestions for what to do before the test. This includes getting to the testing place on time and with the proper things that you will need to take the test.

- 1) Be well rested. Get a good night's sleep for several nights in a row before the test.
- 2) Allow plenty of time to get to the test. If you are rushed and late, you will be upset when you get there. Plan to arrive at least 15-20 minutes before earlier than the scheduled time for check-in. Due to the nature of the test and the number of candidates that must be processed, NO exceptions will be made to accommodate individuals arriving more than 15 minutes after their scheduled check-in time.
- 3) Come to the test dressed comfortably. You will be there for up to two hours.
- 4) Do NOT bring any electronic communication devices (e.g., cell phones, laptops, tablets, smart watches, etc.) with you to the test. If you bring a cell phone or any other electronic communication device, you will be asked to return it to your car. Jefferson County will not confiscate them or "hold" them for you during the test. You must comply with this rule in order to be admitted and you will still be subject to the check-in deadline. Using any communication device after you have checked into the test site will be considered a violation of test security and you will be disqualified. ALL electronic communication devices are prohibited from the testing facility (e.g., cell phones, tablets, smart watches, cameras, etc.).

- a) If any device is seen, heard, or used during the test process it will be considered a violation of test security and you will be disqualified and dismissed from the test process.
  - b) You are allowed to bring reading materials, such as magazines or books not related to the position or test.
- 5) Do not bring any of your study or reference materials to the test. This includes any notes, manuals, source documents, reference materials, or study materials that you have used or created to prepare for the test.
  - 6) Do not bring this booklet to the test location. You will not be permitted to bring it in. All the materials you need for the test will be given to you at the test.
  - 7) You should read this booklet to get comfortable with the test process.
  - 8) You should read this booklet to understand which job duties, knowledge, and abilities are important for Tax Agent job.
  - 9) You should bring the confirmation email that you have received from Jefferson County to the testing location. The confirmation email lists the name of the test (i.e., Tax Agent), the place you should go to in order to take the test, and the time, day, and date of the test.
  - 10) You must bring valid PHOTO IDENTIFICATION (i.e., Valid Driver's License, Valid Nondriver ID, Valid Photo Voter ID Card, Valid State Issued ID [Alabama or any other state], Valid Federal issued ID, Valid US passport, Valid Employee ID from Federal Government, State, County, Municipality, Board or other entity of the state, Valid student or employee ID issued by a state or private institution of higher learning [including postgraduate technical or professional schools], Valid Military ID, or Valid Tribal ID). You will not be allowed to enter the test location nor take the test without your photo identification.

## **V. ADDITIONAL INFORMATION FOR TAKING THIS TEST**

The following information will help you prepare to take the exam.

### **A. What To Bring To the Test**

Please remember to bring to the test the confirmation email that you received from Jefferson County.

You must bring a PHOTO IDENTIFICATION to the test location. This might be a valid driver's license, a military identification card, a passport, etc. You only need to have one form of photo identification. You will **not be allowed** to enter the test location or take the test without your photo identification.

You should plan on bringing your own beverages and food to snack on during the day. You will be onsite for up to two hours. Once on the test site, you will NOT be permitted to leave to get food or drinks. You should also bring something to read such as a book or magazine. The reading material should be for pleasure only. You **may not** bring outside test-related materials into the test. All written materials needed for taking the test will be provided. You do not need to bring writing utensils with you to the test—they will be provided to you.

### **B. What Not To Bring To the Test**

Do **NOT** bring this Booklet to the test location. You will not be permitted to bring it in the testing room.

Do **NOT** bring any of your study materials to the test. This includes notes, manuals, and other study materials.

Do **NOT** bring any electronic communication devices (e.g., cell phones, laptops, tablets, smart watches, cameras, etc.) with you to the test.

## **VI. TEST CONTACT INFORMATION**

### General Questions about the Test

If you have questions about the test administration, you may contact the Employee Selection Division at (205) 214-5518 or [careers@jccal.org](mailto:careers@jccal.org). Jefferson County employees are not allowed to divulge, and do not have access to, specific information about the content of the test.

### Reasonable Accommodation

If you would like to request special testing accommodation or have any questions concerning the test site or testing conditions, please contact Ian Peters at 205-582-6680 or [petersi@jccal.org](mailto:petersi@jccal.org).