



## Iowa Department of Revenue Internship Program

### JOIN OUR TEAM

#### *Serve the people of Iowa and get real experience*

The Department's Compliance Bureau is seeking interns to assist individuals and businesses understand and meet their tax obligations. A typical day for an intern can include any of the following:

- Examine tax returns and related documents to determine the completeness, accuracy, and compliance with specific tax laws and regulations
- Correspond with taxpayers and field staff to address discrepancies or incomplete items
- Compute tax, interest, and penalties on current and delinquent accounts
- Consult with taxpayers; respond to questions and explain applicable rules and regulations
- Issue billing request notices, refund requests, liens, and releases from tax liability obligations
- Identify individuals who are delinquent on submitting tax returns and payments
- Learn more about the various roles in the Department's Tax Management Division, which includes Compliance Bureau, Operations Bureau, and Collections Bureau

**Pay:** \$16.68/hour

**Hours:** Part-time during semester approximately 12-16 hours per week. Full-time during summer or semester break approximately 40 hours per week. Spring start date is January 7, 2022.

**Location:** Interns will train for a minimum of two weeks (80 hours) at the Hoover State Office Building, located on the State Capitol Complex in Des Moines. Following the training period, remote work is an option if specific qualifications are met.

*"Interning at IDR was a great experience. The Department has a wonderful work environment and great people. I got to work on projects that not only leverage my strengths but also helped me to enhance capabilities required to progress in my career"*

**Ali Kalawadh**  
**Iowa State University**  
**Master of Business Administration and Masters of Finance and Certificate of Analytics**  
**Manama, Bahrain**

*“From the first day of my internship, everyone made me feel welcome. Every day I continue to learn new things. The Department provided me with many resources and connections. There are a lot of opportunities to engage in the multiple processes the Department completes. It has helped me understand what it is to be in the workforce. I can apply my knowledge and skill throughout the work that I do. The work that I do is valued by the Department and taxpayers and the situations I encounter are accurate and meaningful.”*

**Vianka Damos Rosales**  
**Iowa State University, majoring in Finance & International Business**  
**Minneapolis, MN**

## **ABOUT THE DEPARTMENT**

**The mission of the Iowa Department of Revenue is to serve Iowans and support state government by collecting all taxes required by law, but no more.**

- The Department administers 21 different taxes and fees
- Processed and deposited \$10.8 billion into various funds for State and local government operations. Paid \$1.13 billion in refunds, resulting in net deposits of \$9.67 billion (FY20)
- Processed 2.7 million tax returns (FY20)
- 287 full-time employees, including 13 employees in the Cedar Rapids field office
- Annual budget is \$50 million
- Customer base, by its very nature, is one of the largest of Iowa’s state government agencies
- Works with all levels of state, local, and federal governments, including the general assembly
- Collect debt for select areas of state government. Debt collections exceeded \$199 million (FY20)
- The Research and Policy Division is led by the State’s Chief Economist
  - The research staff provides fiscal estimates, data analysis, and economic forecasts to the legislature, executive branch officials, and the Revenue Estimating Conference
  - Policy Directors lead the development and changes to rules and guidance. They also provide counsel to the Director including declaratory orders and tax protest decisions.
- There were a total of 6.2 million unique pageviews to the Department’s website ([tax.iowa.gov](http://tax.iowa.gov)) in 2020.
- The Department is updating its outdated IT systems with a modernized taxpayer portal, which will allow individuals and businesses to more easily file and pay all their taxes, obtain permits, and check on their refund. Iowa is investing more than \$100 million in the system.
- The Department is bolstering its data analytics team, which will use data in new ways to improve performance across the entire Department.

## **HOW TO APPLY**

### **Applying is easy!**

- » Email your resume to the Department at [IDRinternships@iowa.gov](mailto:IDRinternships@iowa.gov)
- » Indicate whether you are interested in a part-time internship (during the semester) or a full-time internship (during the summer or semester break)
- » Make sure your resume includes contact information
- » 2022 Internship application deadlines:
  - » **Spring:** November 30, 2021
  - » **Summer:** March 11, 2022
  - » **Fall:** June 16, 2022