

IRS Veteran Hiring - Frequently Asked Questions (FAQ's)

Q: Can Warriors have access or work with SBU and PII data?

A: Yes, they are granted access based on the position they have been selected to fill.

Q: Will Warriors have access to a laptop or desktop computer?

A: Interns will be assigned a laptop or desktop computer based on management request and availability of computers.

Q: I want to provide a briefing to my leadership or workshops for management staff. Who can I reach out to for help?

A: The Veterans Employment Office is here to assist in any way possible. If we can provide training and/or briefings, feel free to contact us at anytime.

Q: What will business systems planner (BSP) profile the interns for as far as equipment?

A: The typical applications are listed on page 11 of this guide. Other applications may be requested based on the needs determined by management.

Q: Do Warriors get email and access to the intranet?

A: Yes. This is granted through the OL5081 process.

Q: Do our offices have to be co-located with a VA or medical hospital?

A: No – interns may be located anywhere in the country.

Q: What skills do Warriors bring?

A: Warriors bring various skills and abilities desired by the IRS. The VEPO will work closely with management to identify candidates who meet the need of the local office.

Q: Will warriors have computer skills, at least Microsoft Office, Excel, and Word? What about working with Share Point?

A: Yes. Many veterans are very skilled with these programs. Additional training may be required once interns are on-board. It is helpful if you identify the desired computer skills on the intern request form.

Q: What position description should we use?

A: Each intern will be assigned to an occupational series, not necessarily a position description. Each office will develop training plans in conjunction with the selected intern and DoD/VA if appropriate.

Q: How do we evaluate Warriors?

A: Management will submit a bi-weekly report to the IRS Veterans Employment Office. This report will identify the number of hours worked, and report overall progress in the program.

Q: Once we have selected a Warrior, when will they start?

A: As soon as they are selected by management and all [on boarding procedures](#) are completed the Warrior will be able to start work. The military or VA will conduct a site visit prior to placement of the intern. The process can move relatively quickly.

Q: Do VECs have one contact they work through?

A: Yes, the IRS Veterans Employment Office is the primary contact for the programs outlined in this guide. VECs have complete and total access to the VEPO and its representatives to address issues and concerns.

Q: Should we visit a local VA to see what skills they have?

A: This would be a great opportunity for management to learn more about the program and skills that veterans possess. The IRS Veterans Employment Office can help facilitate meetings and visits with the VA.

Q: Do interns have to go through background checks?

A: No. For the first six months in the program, they are only required to complete the fingerprinting, and tax check. If an intern will be working more than 180 days or is converted to an employee, the background investigation will be initiated at that time.

Q: Do you have additional information on the pilot program?

A: The program was piloted from November 2009 through May 2010. The pilot included ten participants. We have received positive feedback from management and the military regarding the success and outcome of the pilot.

Q: Do we have to provide an orientation?

A: Yes, a basic orientation to provide mandatory briefing information and other information as it pertains to your local office.

Q: Who swears them in?

A: The employment office or management may conduct the swearing in.

Q: After being sworn-in, is an appointment affidavit required?

A: No, it is not required.

Q: Does a non-paid intern qualify for Public Transportation Subsidy Program (PTSP)?

A: No, PTSP is only available for paid employees.

Q: What position description [PD] or critical job elements [CJE] should we use?

A: Nothing Specific – Since they are not employees, these are not required. We can develop the role of veteran/service member based on the needs of the office.

Q: What is the process for requesting reasonable accommodation for the intern, if needed?

A: Managers are encouraged to follow the [IRS reasonable accommodation](#) guidelines. Contact the VEPO for additional questions regarding accommodations, if necessary.

Q. What is the VOW to Hire Heroes Act of 2011?

A. The VOW (Veterans Opportunity to Work) To Hire Heroes Act of 2011 was signed into law by President Obama on November 22, 2011. It requires Federal agencies to treat active duty service members as veterans, disabled veterans and preference eligibles for purposes of an appointment in the competitive service.

Q. Why was VOW enacted?

A. Many service members begin their civilian job search prior to being discharged or released from active duty service and thus do not have a DD form 214, Certificate of Release or Discharge from Active Duty, when applying for Federal jobs. The VOW Act was enacted to ensure these individuals do not lose the opportunity to be considered for Federal service (and awarded their veterans' preference entitlements if applicable) despite not having a DD form 214 to submit along with their résumés.

Q. What type of documentation is an active duty service member required to furnish with a job application?

A. The VOW requires the active duty service member to furnish a "certification."

Q. What is a "certification?"

A. A "certification" is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions not later than 120 days after the date the certification is signed.

Q. What affect does this new provision have on how agencies process applications of eligible veterans?

A. Agencies are required to accept, process, and grant tentative veterans' preference to those active duty service members who submit a certification along with their job application materials.

Q. Should agencies automatically award veterans' preference to individuals eligible under the VOW Act upon receiving the veteran's job application?

A. No, agencies must grant service members' tentative veterans' preference but verify the individual meets the definition of 'preference eligible' under 5 U.S.C. 2108 prior to appointment.

Q. What should an agency do if the certification has expired, i.e., more than 120 days have lapsed since the date the certification was signed?

A. If the certification has expired; an agency must request other documentation (e.g., a copy of the DD form 214) that demonstrates the service member is a preference eligible per 5 U.S.C. 2108, before veterans' preference can be awarded.

Q. Does this new section 2108a of title 5 United States Code (U.S.C.) apply to the Excepted Service?

A. No. The provisions in title 5 U.S.C. 2108a apply only to applications for appointments in the competitive service.

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