

Interested in Post-Pandemic Telework? Apply Now

NTEU is encouraging all IRS employees without a telework agreement and who are telework-eligible and want to continue with a telework schedule when workplaces reopen to apply now. Your manager is obligated to accept, review and make a decision on your application.

Employees who already have an approved telework agreement they are satisfied with do not need to reapply.

The 2022 NTEU-IRS contract provides telework opportunities to tens of thousands more IRS employees who were not previously eligible. This includes Customer Service Representatives in AM, Contact/Collection Representatives in ACS, Case Advocates in TAS and CER reviewers in AM.

Employees may be eligible for these types of telework arrangements:

- Frequent telework—regular and recurring duties that may be performed at an approved telework site for more than 80 hours each month.
- Recurring telework—recurring work assignments performed at an approved telework site for 80 hours or less per month.
- Ad hoc telework—work assignments that may be occasionally performed at an approved telework site for 80 hours or less per month.

The telework application (Form 11386) is available on the IRS Intranet. Before entering into a telework agreement, employees must complete the telework training on the agency's online training platform. Employees are provided one hour of administrative leave to complete the training, subject to their workload.

NTEU fought hard to expand telework opportunities for employees who have been successfully working remotely throughout the pandemic. Now NTEU is working to ensure managers are reviewing applications for telework as they come in and approving them in a timely fashion so employees are ready to telework when the IRS decides it is safe to lift the evacuation order.

Now is the time to submit your telework applications so you can have an agreement in place before your workplace reopens. If you have questions or encounter problems with your application, contact your NTEU representative.

Customer Service Representatives

The IRS has designated the week of March 25 and from March 28 through April 15 as "peak periods" to address customer demand. This means that the IRS has restricted or eliminated meet and read times during these periods. Providing adequate read time is essential for employees to keep current with technical and procedural information. The elimination of read

time during these peak periods may result in unintended mistakes.

Employees are reminded that NTEU has negotiated provisions in your contract that allow for the rebuttal of errors. Article 12, Section 9 of the 2022 national agreement requires supervisors to inform employees as soon as possible if the employee provided incorrect information to a taxpayer. In all other instances, an evaluative recordation must be shared with the employee within 15 workdays of when the call was received by the IRS, or the contact was made with the IRS. Employees will be granted a reasonable amount of administrative time to make written comments concerning any disagreement with an evaluative recordation or other "review document" at any time before it is used in the employee's performance appraisal or in some other personnel action. The administrative time must be scheduled within 3 work days of the employee's request.

IRS Funding Boosted

With the omnibus bill now signed into law, the IRS is poised for millions of dollars in funding above current levels. The additional \$675 million will be spread among taxpayer services for additional personnel, enforcement efforts that include more compliance employees, and operations support to help modernize legacy systems.

Additionally, the IRS can repurpose some funding into hiring employees to focus on the backlog of tax returns. The IRS has temporary direct hire authority to bring on submission processing and accounts management employees at campus operations in Kansas City, Ogden and Austin.

NTEU strongly supported this increase in funding and we are continuing our efforts to secure long-term dedicated resources for the IRS.