

**Joyce Reinsma** has been with IRS since September of 1980 (twenty-six years). She spent her first two years with Taxpayer Service Division as a taxpayer service representative answering a myriad of tax related questions over the telephone.

For the next eighteen years (1982-2000), she worked in the Employee Plans/Exempt Organizations Division (now Tax Exempt and Government Entities) and, specifically, in Exempt Organizations. She started as a Tax Auditor with the Service. She later became a Tax Law Specialist, and finally a Revenue Agent. She worked determination cases (applications of organizations applying for exempt status) and did this for fifteen of her eighteen years in Exempt Organizations. During these eighteen years, She spent a three-year stint in Quality Review Staff for the Division reviewing other employees' work in the area of tax-exempt determinations (1993-1996).

In September of 2000, she began working in the newly developed division of Tax Exempt and Government Entities known as Federal, State, and Local Governments (FSLG) as a Field Specialist with responsibilities in the area of outreach, education, and compliance with respect to employment tax and information return reporting for governmental entities. She is located in Chicago, Illinois and her state of jurisdiction is Illinois. Her group is called the Central Area and agents cover six states: Illinois, Indiana, Iowa, Michigan, Ohio, and Wisconsin. Her work involves a blend of outreach, answering telephone and e-mail inquiries from her governmental customers, and field work (compliance checks and examinations). The emphasis now is more and more on the field work aspect of her jobs. This means that compliance checks and examinations of government customers will be her primary activity.

She received a Bachelor of Science degree from the University of Illinois back in 1967 (major in Psychology, minor Sociology and Social Work). In addition, she has thirty hours of accounting earned after coming to the Internal Revenue Service.