

Position Description

Classified/Unclassified	Regular/Temporary	Full-Time/Part-Time	% of Time
Unclassified	Regular	Full-Time	100%
Employee Name		Position Number	Position Title
[REDACTED]		K0228678	Customer Rep Senior
Supervisor Name		Supervisor Position Number	Supervisor Title
[REDACTED]		[REDACTED]	Third Party Supervisor
Location		Department ID	Division
Scott Building		5658541000	Revenue Recovery
FLSA Status		Work Schedule	Regular Hours of Work
Non-Exempt		8 Hours/Day Mon - Fri	8:00 AM - 5:00 PM

1. Please Summarize the duties of this position for posting in the job announcement. If this is a request to reallocate the position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which change the duties and responsibilities of the position.

This position is on the 3rd Party Team in Revenue Recovery. Contact is made with taxpayers via telephone, written correspondence, as well as face-to-face communication in Kansas Department of Revenue (KDOR) office setting. Prepares and processes tax warrants, satisfaction of judgments, lien payoffs, and dismissals. Reviews income tax and business tax accounts to ensure taxpayers have been afforded due process prior to application of legal remedies. Processes returns and correspondence for various tax types. Works with 3rd party vendors daily providing them with information, advice, and direction for handling KDOR accounts. Makes adjustments in KDOR systems to correct accounts, contacts the taxpayer with the outcome and updates the assigned vendor with the correct balance. Communicates directly with taxpayers and/or their assigned representatives. Provides taxpayer education concerning applicable state tax laws, regulations, forms, and services as related to all taxes administered by KDOR. Receive phone calls from taxpayers via Legal Case Management (LCM) phone line.

2. How much latitude is allowed incumbent in completing work?

Significant

3. What kinds of instructions, methods and guidelines are given to the incumbent in this position to help do the work?

Employee performs work and carries out assignments with little supervision, reporting to Third Party Supervisor through occasional conferences. Guidelines are in the form of high level written procedures, legal issues papers, statutes and regulations. Assignments are made via ACM and includes a history of the account involving non-compliant tax customers.

4. Which statement best describes the results of error in action or decision of this incumbent?

Adverse impact on health and welfare of others, Damage, Moderate loss of time

5. Describe the work of this position. Use the following format for describing the duties: What is the action being done (use action verb); to whom or what is the action directed (object of action); why is the action being done (describe the result or outcome expected); how is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed).

Number Each Task, Indicate Percent of Time and Identify each function as Essential or Marginal by placing an "E" or "M" next to the % of time for each task. Generally, the percent of time assigned to task statements should not be less than 5% and not more than 50% Essential functions are primary job duties for which the position was created and that an employee must be able to perform, with or without a reasonable accommodation. Marginal functions are peripheral, incidental or minimal parts of the position.

Note: The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

The employee in this position has access to confidential information, which must be treated in accordance with the Kansas Department of Revenue Confidentiality Oath and applicable policies and procedures. The person will receive training as it relates to the duties of this position.

In addition to the tasks listed below, the employee is expected to adhere to the Mission and Vision of the agency and to identify personal strengths and developmental needs to increase job performance and career growth. Analyzes work processes, seeks new approaches and makes recommendations to enhance efficiency and effectiveness of the agency. Works professionally with staff, customers and the public, to provide efficient and effective customer service. Contributes to a productive team environment and uses free time as available to assist other staff in the completion of work assignments.

Recognizes responsibilities to the agency and applies effective work habits and attitudes to meet work requirements. Attends work regularly and on time, plans appropriately for absences and assumes personal accountability for work.

#	% of Time	E or M	Description of Duties
1	40%	E	Reviews accounts placed with the 3rd party vendors. Maintains professional attitude when dealing with 3rd party vendors' associates. Answers customer inquiries by phone, correspondence, or through face-to-face meetings in a KDOR office setting. Refers the customer to the 3rd party vendor, as necessary. Keeps 3rd party vendors apprised of adjustments made to accounts placed with them for collection. Makes necessary adjustments to accounts in the accounting systems by assessing or abating tax, penalty, and or interest. Returns cases to the appropriate area in the collection process after all information has been entered on the case management system.
2	25%	E	Communicates with taxpayers or their authorized representative via correspondence, telephone calls, and face-to-face meetings in KDOR office setting. Educates customers concerning applicable state tax laws, regulations forms, and services as related to all taxes administered by KDOR. Provides guidance on final options to correct deficiencies and an explanation of potential actions for non-compliant. Files tax warrants, satisfactions of judgment, and dismissals. Stays current on Taxation policies, guidelines, and procedures as well as statutes and regulations that pertain to the resolution of tax debts.
3	20%	E	Reviews inactive business and income tax accounts to ensure taxpayers have been afforded required due process prior to application of legal remedies. Reviews all potential tax account types. Examines and processes returns and supporting documentation for all ASTRA and Legacy tax types. Initiates tax warrants, beginning appropriate legal action against the debtor customer.
4	10%	E	Works weekly direct pay reports and issues refunds due to vendors for customer direct payments to KDOR. Processes these refunds semi-monthly in the Statewide Management, Accounting Reporting Tool (SMART) system.
5	5%	M	Other duties as required by team leaders and KDOR management to assist in the orderly administration of the bureau to ensure the efficient operation of the bureau. Such duties may include participation in problem identification and resolution teams, assignment to test teams, and assignments of tasks necessary to complete special initiatives or projects. Maintains state issued equipment to maximize performance and minimize cost.

6. Does this position directly supervise agency employees?

No

7. List the position titles and position numbers of all agency employees directly supervised by this position:

8. For what purpose, and with whom and how frequently are contacts made with the public, officials, or other employees?

Contact with	Frequency	Purpose	Other
Attorneys	Occasionally	Obtain or verify information	Explains rules/regulations. Answer technical inquiries regarding the requirements and procedures of various tax types KDOR administers by statute.
Business Owners	Daily	Obtain or verify information	Explains rules/regulations. Answer technical inquiries regarding the requirements and procedures of various tax types KDOR administers by statute.
Community Contacts	Daily	Obtain or verify information	Explains rules/regulations. Answer technical inquiries regarding the requirements and procedures of various tax types KDOR administers by statute.
Federal Government Officials/staff	Occasionally	Other	
KDOR staff	Daily	Other	
Law Enforcement	Occasionally	Obtain or verify information	Explains rules/regulations. Answer technical inquiries regarding the requirements and procedures of various tax types KDOR administers by statute.
Local Government Officials/staff	Occasionally	Other	
Private Consultants	Occasionally	Obtain or verify information	Explains rules/regulations. Answer technical inquiries regarding the requirements and procedures of various tax types KDOR administers by statute.
Public	Daily	Obtain or verify information	Explains rules/regulations. Answer technical inquiries regarding the requirements and procedures of various tax types KDOR administers by statute.
State Government Officials/staff	Occasionally	Other	
Vendors	Daily	Obtain or verify information	Explains rules/regulations. Answer technical inquiries regarding the requirements and procedures of various tax types KDOR administers by statute.

9. What hazards, risks or discomforts exist on the job or in the work environment and describe any methods, techniques, or procedures that must be used to ensure safety for equipment, employees, customers, and others. Employee is encouraged to follow office safety practices to ensure safety for self and others in the office.

Position Requirement	Frequency
Walking	Daily
Working with upset customers on the phone and/or in person	Frequently
Standing	Daily
Sitting	Daily
Ability to ascend and descend stairs	Daily
Bending	Occasionally

10. Check all machines that are regularly used in the work of the position and indicate frequency with which they are used.

Equipment	Frequency
Computer	Daily
Copier	Daily
Fax Machine	Occasionally
Calculator	Daily
Telephone	Daily
Scanner	Occasionally

11. Minimum Requirements (MR) as stated in the State of Kansas Class Specification.

One year experience in interviewing, investigating or providing technical assistance to clients, customers, or the public, and one year experience in auditing or accounting support work.

12. Special Requirements: Additional qualifications for this position that are necessary to perform the Essential Functions of the position (i.e. license, registration or certification).

If employee is working remotely, they must have a locked secure location for all equipment and access to stable high speed internet services with download/upload and latency speeds to support systems.

13. Security Clearance Requirements: The Security Clearance requirements for this position are:

1*--KBI and FBI fingerprint required due to access to Federal Tax Information files in KDOR systems

14. Preferred education, skills, and experience. (These items will be used to screen applicants when recruiting to fill the position.)

Preferred Education	Degree Area
High School/GED	
Preferred Skills	Description
Computer	Word, Excel, PowerPoint, Access
Grammar	Proofreading, editing, attention to detail
Other	Written and Oral Communication
Other	Phone, Email
Other	Adaptability, Communication, Flexibility, Teamwork
Other	Written and Oral Communication
Other	Phone, Email
Other	Adaptability, Communication, Flexibility, Teamwork

Preferred Experience:

Prefer the ability to communicate information and ideas; assist people in a professional and impartial manner; retain self-control under stressful conditions; and maintain working relationships with the public and fellow employees. Prefer knowledge of accounting principles, telephone collection techniques, Kansas and Federal income tax filing requirements and forms, Kansas business tax filing requirements and forms, make determinations and adopt corrective action predicated on tax laws, rulings, precedents, and reference material related to Taxation.

Position Status: Draft

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