

KANSAS DEPARTMENT OF REVENUE

Classification Title: Revenue Customer Rep

Percentage	Description
40%	Provides account management and customer service for exception processing of original and amended accounts assigned to the Wage Earner Segment through work lists on ASTRA. This includes tax types of individual income tax, homestead, food sales, fiduciary and use tax. Verifies returns are in conformity with state statutes and departmental regulations and that appropriate documentation is included. Makes appropriate adjustments to accounts, which include the assessment and abatement of tax, penalty, estimate penalty, and interest in order to determine whether there is an overpayment, or balance due. May be required to contact the customer to obtain or provide additional information.
25%	Must be able to speak English and Spanish fluently. Provide customer service on general taxpayer inquiries by managing incoming customer telephone calls on the Spanish ACD telephone line and responding to inbound correspondence, faxes, and e-mails. Maintain accurate records regarding the nature of calls and action taken with each call. Assists other KDOR associates with Spanish speaking customers when necessary.
15%	Provides customer service on general taxpayer inquiries by managing incoming customer calls, obtaining information from customers, and assessing needs. Educates customers regarding applicable laws, policies, procedures, services, and resources. Provides information regarding status of records, tax returns or other transactions. Provides the customers with guidance on options to correct deficiencies, problems, or errors.
10%	Work on special projects or other job duties related to individual income tax, fiduciary, homestead, food sales tax refund or use tax that may be assigned by the team leader or manager. This may include, but not limited to, reviewing outbound correspondence using the correspondence viewer, serving as a back up for the various processes in Wage Earner and assists in training new Revenue Customer Representatives.
5%	Assists taxpayers in the Taxpayer Assistance Center with completing their returns or claims, answering inquiries regarding the status of their account or refund, or receive requested information from the taxpayer.
5%	Participates in team meetings to identify process improvement opportunities. Pursues training and development opportunities related to performance of the job. Provides feedback to Team Leaders to identify training needs and improvement opportunities. Achieve individual and team results.