

KANSAS DEPARTMENT OF REVENUE
Classification Title: Revenue Customer Rep Specialist

Percentage	Description
20%	Establishes contact primarily with debtor customers within an assigned geographical territory who have failed to voluntarily comply in resolving tax deficiencies via correspondence, telephone calls and face-to-face both in KDOR office and at the customer's place of business. Resolves account discrepancies through continued communication, guidance, and education regarding state tax laws, regulations, policies, forms, and services. Provides final options for resolution and explains potential actions to address non-compliance. Guide debtor customers and their representatives through the Petition for Abatement process. Recommend abatements on debtor accounts to manager. Establish fair payment plans and wage assignment to resolve tax debts. Monitors accounts to ascertain customer remains current.
30%	Provide highly complex and technical account management. Reviews, audits, and verifies account history and transactions. Prepares final assessment notices for businesses. Initiates and enforces collection and legal action with knowledge of the account. Conduct liable party and asset searches using various databases including vehicle registration records and past/current employment records. Examines, audits and processes original, delinquent and amended returns and supporting documentation for all Astra and Legacy tax types to include retailers' sales, compensating and use, withholding, corporate income, liquor enforcement and excise, transient guest and individual income taxes. Make on-line adjustments to KDOR accounting, collection, and demographic systems. Reviews and processes tax refund requests.
30%	Reviews account history and initiates tax warrants to begin appropriate legal action against the debtor customer by filing warrants in District Courts and personally serving authorized agent and alias warrants. Prepares and issues nunc pro tunc tax warrants, satisfactions of judgment, partial and special releases, garnishment requests and warrant dismissals. Stays current on KDOR and Field Services policies, guidelines, procedures, statutes, and regulations that pertain to the resolution of tax debts by reviewing on-line procedures, legislative and fiscal notes updates and PILOTS database. Prepares referrals for audit and criminal investigations, prepares non-filer and responsible party demand letters and completes required reports of activity. Timely and accurately documents case activity in ATP and ACM.
10%	Surveys assigned territory for unregistered, new businesses or transient businesses. Conduct on-site educational visits, often with the purpose of obtaining missing returns. Surveys assigned territory for such businesses. Advises and educates (including e-filing demonstrations) customers of all taxes administered by KDOR; individual, partnership and corporate business entities. Develops, maintains, and appropriately utilizes contact with city, state, and law enforcement officials in their assigned territory. Involve local clerks of the District Court, law enforcement officials, employees, and financial institutions when case resolution warrants it.
5%	Performs compliance reviews with bingo licensees. Completes the appropriate review document specifying the licensee's compliance or lack thereof with Kansas statutes and regulations relevant to licensing and reports submission while at the customer's site. Determine whether licensee is issued a warning or cited for violation. Researches ATP, Legacy and other systems to determine the status of the licensee's account.
5%	Identifies process improvement and pursues additional training and development opportunities. Maintain an accurate and complete record of telephone contacts, travel, vehicle usage, and activities performed. Perform other duties as required by team leaders and KDOR management to ensure the efficient operation of the agency. Such duties may include participation in problem identification and resolution teams, assignment to test teams and assignment of tasks necessary to complete special initiatives as directed by management. Maintains state-issued equipment to maximize performance and minimize cost.