

Position Description

Classified/Unclassified	Regular/Temporary	Full-Time/Part-Time	% of Time
Unclassified	Regular	Full-Time	100%
Employee Name		Position Number	Position Title
[REDACTED]		K0234389	Customer Representative
Supervisor Name		Supervisor Position Number	Supervisor Title
[REDACTED]		[REDACTED]	Motor Fuel Tax Supervisor
Location		Department ID	Division
Scott Building		5658531000	Customer Relations
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 in the Motor Fuel Segment of the Customer Relations Core Process. Provides exceptional customer service and ensures all customer needs are met in a professional and efficient manner. Educates customers in person, by phone or in writing regarding statutes, policies, procedures, services and resources in a professional manner. Provides customer with information regarding status of records, tax return or other transactions. Provides guidance on options to correct deficiencies, problems or errors. Reviews the complete customer profile which includes all tax accounts and licenses for which the customer is registered. Performs account management, and audits, of accounts for Motor Fuel Distributor/Importer/Exporter/Manufacturer/Retailer, Petroleum Products Inspection and Environmental Assurance Fee. Performs account adjustments, abatements, and/or assessments. Conducts the processing of business applications, returns, remittances, refunds, billings and bonds. Assists with walk-in customers. This position requires a professional attire and a customer service orientation.

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

Some

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

Verbal and written instructions from manager; written procedures, laws and regulations; moderately specific verbal computerized or written assignments.

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

Minor disruption of the flow of work, 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	45%	E	Provides account management and exceptional customer service by processing original, amended and supplemental Motor Fuel Distributor/Importer/Exporter returns, Motor Fuel Retailer Informational returns, Liquid Petroleum reports, permits and decals, Petroleum Product Inspection and Environmental Assurance Fee returns, remittances and refunds. Review and research and perform needed adjustments in Kansas Department of Revenue (KDOR) systems. Verifies returns conform with state statutes and departmental regulations and all appropriate documentation is included. Processing Liquid Petroleum renewals and decal issuance. Petroleum Product Inspection and Environmental Assurance Fee tracking and monthly balancing. Review and processing of diverted fuel loads and imports. Processes manifests, performs office audit/matching by comparison of manifests to distributor return schedules. Create and process account billing statements. Identify and initiate referrals to Revenue Recovery for liens or tax warrants for additional enforcement action or fraud investigation.
2	25%	E	Provides customer service for taxpayer inquiries by managing incoming customer calls, walk-ins, and obtaining information from customers and assessing their needs. Educates customer regarding applicable statutes, policies, procedures and available resources. Provides information regarding status of records, returns or other transactions. Provides the customer with guidance options to correct deficiencies, problems or errors. Establishes accounts receivable payment plans as needed. Correspond with the Federal Government, State Government officials and other States to ensure appropriate customer service.
3	15%	E	Reviews incoming correspondence associated with tax accounts and tax account periods. From correspondence, updates customer tax account, reviews, and generate letters for additional information, process address changes, data updates or education materials. Obtain and process business closure information. Process affidavits of loss. Participate in informal conferences and Kansas Administrative Procedures Act hearings.
4	10%	E	Register new customers for all appropriate tax types. Conducts registration tasks including processing new customer applications, additional locations, and creates registration certificate. Reviews and captures registration information and create customer tax accounts in KDOR systems. Review supporting documentation such as financial statements, power of attorney data, owner/officer and bond information. Review and process new and additional bonds to ensure payment of Kansas tax liability based on statutory requirements, including bond cancellations requests for new bonds and bond demands.
5	5%	M	Identify process improvement opportunities and assist with implementation. Pursue training and development opportunities related to job performance. Provide feedback to team leaders to identify training needs. Works towards achieving individual and team goals. Performs additional job related duties as assigned by the team leader, segment or Process Managers.

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
Local Government Officials/staff	Occasionally	Provide program information	
State Government Officials/staff	Frequently	Provide program information	
Federal Government Officials/staff	Occasionally	Provide program information	
Private Consultants	Occasionally	Explain rules and/or regulations	
Business Owners	Daily	Obtain or verify information	
KDOR staff	Daily	Carry out duties	
Public	Daily	Carry out duties	
Attorneys	Occasionally	Provide program information	

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
Working with upset customers on the phone and/or in person	Occasionally
Sitting	Daily
Walking	Daily
Standing	Daily
Ability to ascend and descend stairs	Daily
Bending	Occasionally
Twisting	Occasionally
Reach over head	Occasionally
Lifting and/or carrying up to: 15lbs (Use of proper lifting techniques is necessary when lifting and moving material, equipment, etc)	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
Telephone	Daily
Copier	Daily
Fax Machine	Frequently
Scanner	Daily
10-Key Calculator	Daily
Printer	Daily

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

Six months experience in interviewing, investigating or providing technical assistance to clients, customers, or the public. Education may be substituted for experience as determined relevant by the agency.

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).

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
Grammar	Proofreading, editing, attention to detail
Computer	Word, Excel

Preferred Experience:

Knowledge of tax laws, regulations, policies and procedures. Ability to apply guidelines to individual situations. Demonstration of excellent customer service, written/oral communication, and time management skills. Ability to detect, correct and explain irregularities by applying tax accounting principles. Ability to multitask, plan and prioritize work. Prefer experience with Legacy ASTRA Tax Processing (ATP).

Position Status: Under Internal Review

Print Date: 8/2/2023